

Case Study

# Dedicated L2 Support For Healthcare Staffing Industry

Building Operational Reliability

## ENGAGEMENT OVERVIEW



Team Composition  
**Dedicated L2 Support Engineer**



Services Delivered  
**Proactive Issue Handling & Ecosystem Integration**



Primary Focus  
**System Uptime & Resolution Speed**



Primary Outcome  
**30% Increase in System Uptime**



### PARTNER PROFILE

A US-based healthcare staffing organisation. In the highly competitive staffing sector, system availability is the backbone of successful placements and operational efficiency.

## PROBLEM STATEMENT

The organisation was facing technical hurdles that impacted its ability to deliver services reliably:



### Resolution Bottlenecks

A critical need for faster response and resolution of technical issues.



### Operational Friction

Recurrent system downtime was beginning to disrupt daily staffing operations.



### Resource Gaps

Limited internal IT capacity made it difficult to manage both routine support and proactive system maintenance.

## SOLUTION DELIVERED

A dedicated engineering resource was embedded into the partner's technical environment to drive stability

01

### Strategic Resource Deployment

Deployed a dedicated L2 support engineer focused exclusively on the partner's needs.

02

### Ecosystem Integration

The engineer was fully integrated into the partner's existing IT support ecosystem to ensure seamless communication and workflow alignment.

03

### Proactive Management

Shifted the support focus from reactive firefighting to proactive issue handling, identifying and resolving potential failures before they caused downtime.

## IMPACT

30%

### Uptime Increase

Achieved a significant boost in overall system availability.

40%

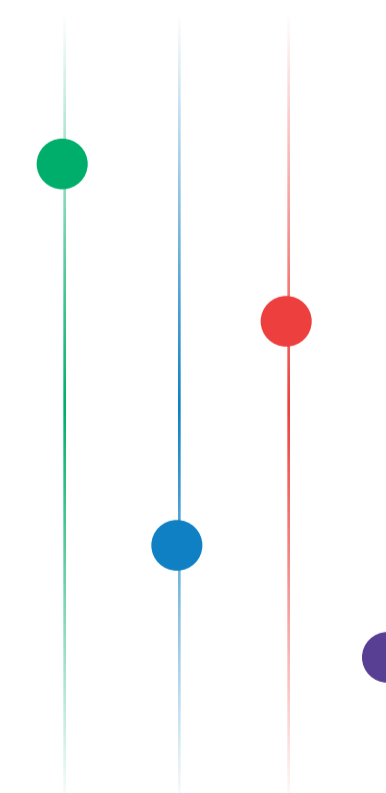
### Faster Resolution

Drastically reduced the time taken to resolve technical incidents.



### Improved Reliability

Enhanced the overall operational reliability of the staffing platform.



## KEY TURNING POINT

The defining success of this engagement was the shift toward proactive L2 integration. By moving away from a traditional "break-fix" model and embedding a dedicated engineer who understood the nuances of the partner's specific ecosystem, the organization didn't just resolve tickets faster, they prevented the system downtime that was previously hindering operations. This 30% increase in uptime directly translated into a more reliable environment for both internal staff and the healthcare professionals they serve.

