

Scaling with Efficiency: North Country Healthcare's Journey to Seamless Service Delivery

Industry - Healthcare



About North Country Healthcare

North Country Healthcare is the only self-owned and managed healthcare consortium in the United States. Their network comprises three independent hospitals working collaboratively under the North Country Healthcare umbrella, each maintaining their autonomy while sharing resources and working towards common goals.

Challenges

Process Coordination: The existing platform was outdated, making it difficult to coordinate services across multiple facilities and departments in the newly unified consortium.

Employee Onboarding: A complex onboarding process spanning six departments led to frequent breakdowns and lost requests due to manual steps.

Cross-departmental Communication: No unified system existed to effectively track and route service requests across IT, HR, Maintenance, and other departments.

Growth Limitations: Their previous solution's limited scalability and expensive per-agent licensing model couldn't support hospital-wide deployment as the organization grew.

Implementation

Starting Small: Implementation began with the HR department to establish core processes and workflows. The team worked closely with HappyFox staff to ensure proper setup and knowledge transfer at every step.

Systematic Expansion: Once HR processes were optimized, the solution was gradually rolled out to other departments including IT, Maintenance, EMR Support, Education, and various clinical services.

Process Automation: The team configured Smart Rules & Happyfox Workflows to automate routine tasks, particularly focusing on streamlining the employee onboarding process across departments.

Azure Integration: Integration with Azure Cloud simplified user management and authentication, providing a seamless experience for staff across all facilities.

Why HappyFox?

Customization

Easy Administration

Scalability

Cost Effectiveness

Process Automation

Results

Employee Onboarding Transformation:

Successfully processed over 500 new employee onboardings with zero process failures, eliminating the previous issues of lost requests and delays.

Time and Cost Impact: By automating employee onboarding process, HappyFox eliminated thousands of manual work hours across six departments, translating to approx \$100,000 in annual cost savings.

Improved Service Delivery:

Consolidated service management across 13 different departments, from IT and HR to Clinical Services and Facilities Management.

Enhanced Collaboration: Seamless ticket routing and cross-departmental communication improved service coordination across all three hospitals.

Our Experience

North Country Healthcare's implementation of HappyFox demonstrates how a well-customized help desk can transform operations in an healthcare environment.

Their phased implementation approach ensured smooth adoption and optimal workflow configuration across departments. The system's flexibility allowed each department to maintain unique processes while benefiting from standardized service delivery.

With HappyFox's unlimited agents plan, North Country Healthcare continues to scale their internal help desk operations across departments, supporting an expanding range of internal services without the constraints of per-user licensing.

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We could craft our experiences around each of our departments so that the platform worked for them. Our ability to grow and change within our pricing tier was also something that was better than most of the other platforms out there.

William Hammond,
Systems Analyst at North Country
Healthcare.