OneDesk
Customer Case Study

A major teaching hospital and biomedical research facility in the United States (who has asked to remain anonymous) is using OneDesk for their Project Management needs. This hospital educates medical students, scientists, health care professionals and the public. They treat nearly three million patients annually.

Challenge

Initially, the Office of Nursing Professional Practice at the hospital managed their Project Management needs via email, then later moved to a customer intake system. But with 3,200 requests in 2018 alone, they needed a system that would help save time, and help them categorize more efficiently.

The Program Manager in the Office of Nursing Professional Practice, said, "We realized some cases needed more team review. We wanted a program that had a time tracker, an agile approach, as well as a scrum feel."

> "We wanted a program that had a time tracker, an agile approach, as well as a scrum feel."

Solution & Results

In order to meet all of their challenges and goals, the hospital selected OneDesk as their Project Management software solution. When it's time to update their annual courses, the Program Manager stated, "We move the course from one status to the next. If we need to pull other team members in to assist, we do that. It's very helpful in managing our workflow."

The hospital has integrated their customer intake system with OneDesk and are using integrations: "Once we click a certain status it transfers over and then it's populated and categorized. It's pretty seamless. OneDesk has definitely improved our productivity. The amount of cases we're able to handle and manage well has been very apparent. It's definitely helped us to organize, maintain, and reach deadlines." In addition, the hospital uses OneDesk to create monthly production reports for managers, which is a time saver.

Next Steps

The hospital continues to transform health care, push discovery boundaries, and advance medical education. They strive to provide the best patient-centered medicine to help prevent, diagnose and treat illness.

"OneDesk has definitely improved our productivity. The amount of cases we're able to handle and manage well has been very apparent. It's definitely helped us to organize, maintain, and reach deadlines."

OneDesk Software Inc.

OneDesk combines Help Desk & Project Management software into a single application.

Rocket Industrial uses OneDesk as a unified Help Desk & Project Management software application across all departments.

OneDesk includes customer-facing applications: real-time chat, customizable webforms, and a customer portal. These integrated applications allow you to serve your customers while conveniently working on your projects in one platform.

Powerful Help Desk & Ticketing

- Capture tickets by email
- Integrated chat and collaboration
- Capture project & service requests
- Customer portal & knowledge base
- Flexible, customizable, workflows
- Service Level Agreements

Versatile Project Management

- Views for traditional & agile project management
- Discussions & notifications on tasks & issues
- Reporting and exporting
- Gantt charts, scheduling, and assignments
- Time-tracking with timesheets & task timers
- Integrations for other applications you already use