

## SUCCESS STORY

# Northwest Health System Transforms Service and Saves

Improving responsiveness, reducing costs, and elevating patient and employee experiences through a modernized IT Service Desk

### CLIENT

Northwest Health System

### SERVICES

Patient Service Desk  
IT Helpdesk

### AREA OF EXPERTISE

Patient Portal Support  
Virtual Care Support

**500%**

Improvement in Tier 1 issue response and resolution time

**\$500K**

Annual cost savings from efficiencies in IT Service Desk operations

## Challenge

A Health System in the Northwest faced multiple challenges in providing customer service and technology support for both their internal employees and patient population. This was due to high employee turnover, lack of documentation, and continuous budget cuts to IT—making it difficult to provide a consistent customer experience.

These issues led to extended wait/turnaround times on Tier 1 issue resolutions, high abandonment rates, and low customer/end user satisfaction. This Health System wanted a minimum 25% annual cost reduction for Tier 1 IT Service Desk

## Solutions

Pivot Point partnered with this Health System beginning in early 2022 to support their patients with issues related to the MyChart Patient Portal and Telehealth platforms. The initial partnership went so well that IT leadership looked to Pivot Point to replicate this for their existing 24x7 Tier-1 IT Service Desk.

Together, we seamlessly transitioned the internal Tier-1 Service Desk to Pivot Point in late 2022 which included the successful re-badging of most of their existing staff (agents + supervisors).

Backlog was not only reduced, but also evolved into a sustainable, proactive model of support.

## Impact

The initiative led to a significant reduction in call wait times—from 8 minutes down to just 45 seconds—dramatically improving responsiveness. Response and resolution times for Tier-1 issues saw a **500% improvement**, contributing to an **annual cost savings of \$500K**.

These efficiencies translated into a measurable increase in customer experience and satisfaction scores. Additionally, enhancements in agent knowledge base, onboarding, training, and standardized processes drove a continual rise in Tier-1 first call resolution (FCR) rates and expanded self-service capabilities.

**Learn More.**

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