

CMS IT Services' Outsourced Facility Management Service Draws Praise from Tata Medical Center, Kolkata for the Support Extended During The COVID Pandemic

CUSTOMER

Tata Medical Center is a philanthropic state-of-the-art Cancer Care Center committed to delivering Comprehensive Cancer care utilizing cutting-edge technology and backed by world-renowned healthcare professionals. As a specialised oncology center, TMC is fully automated with the latest Hospital Management Facilities. They had to quickly move to a contactless facility to avoid casualties and most importantly ensure the health care workers, staff and doctors get to work in a hygienic COVID- free environment.



CMS IT Services ensures that our systems, networks, and devices are in peak operating health. They serve as our partners in delivering exemplary patient care even while the entire country is in lockdown. Their ability to personalize their services to our context, deliver necessary outcomes, and working as part of our extended team has made a tremendous difference.



Arnab Neogy, Head of IT, TMC

THE CHALLENGE

TMC is a Cancer Research and Specialisation Center. Most of the patients who come to TMC have compromised immunity due to the treatment or the ailment itself. Under the circumstances when the whole country was under restriction and lockdown, it was essential that the systems and processes continued to run seamlessly, because lives depended on it. Since the facility had to be contactless, dependence and availability of systems was paramount. Moreover, all the support staff who came in from different parts of the city had to ensure they neither infect themselves or others. The need of the hour was 24x7 availability of their IT systems and infrastructure. Admissions to billing to discharges had to be seamless and it had to be a zero-downtime environment.

A state-of-the-art healthcare facility like TMC was heavily reliant on technology to run its BAU. It was vital that all IT Systems were working steadily at full functional capacity and maintained high availability for retrieving and processing exact patient information, diagnostics and other communications.

CMS IT was contracted to set up a Centralised Service Desk to ensure 24x7 availability of IT systems in all the departments. They had to quickly adapt to the COVID crisis, and all their support staff had to report to work with all precautions and maintain the SLAs. **The main features of the contract were:**

- Helpdesk Management (24x7) and issue resolution as per SLA. Microsoft Active Directory, DNS, DHCP and Windows 2008 R2 Domain Services Administration and WSUS Patch Management.
- Maintenance (Corrective and Preventive) of all IT equipment and services like local and remote desktop support, printing, display, scanner, network connectivity, software installation and configuration and print-server management.
- Support for business-critical applications like mail gateway for messaging, proxy and various other applications and IT-enabled functions like token dispenser, Kiosk, Web applications, PACS, Oncology etc.
- Uptime of Server and Network (24x7), Mail Administration and network-critical devices like Firewall, WLC, CUCM, ISE, ACS, Core-Distribution-Access switches administration and monitoring as well as antivirus and threat management

THE SOLUTION

CMS IT Services deployed 17 personnel in TATA Medical Center with an HP Service Manager Service Desk tool. This empowered TMC's medical staff to provide 24x7 patient care throughout unprecedented calamities including the ongoing COVID-19 pandemic. Features of the solution are as stated.

- The new system ticketed all calls that were assigned to engineers accordingly and resolved within a fraction of the time it took earlier.
- A Spare parts Inventory Management System was also implemented to ensure uptime of all the systems.
- Analytics was used to determine the replacement pattern of spare parts and consumables so carrying the spares became more efficient.
- An average of 40 calls were now being handled at the Service Desk.

BENEFITS

The customer recorded substantial benefits from the implementation of the highly customized, ultra-responsive IT support systems and services provided by CMS IT. **Some highlights of the solution include:**

- Lesser tickets
- Enhanced user experience
- Improved MTTR
- 24x7 infrastructure availability



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