

**INDUSTRY:** Healthcare

**DISYS SERVICE:** Infrastructure Support Services

**COMPANY:** One of America's leading healthcare providers and not-for-profit health plans, currently serving more than 10 million members in eight states and the District of Columbia.



## BUSINESS CHALLENGE

- The Healthcare client wanted to maintain operational costs within their current budget but their current resources were unable to meet business expectations and timelines.
- The client's current Service Level Agreement (SLA) was proving to be difficult to meet with their current staffing and workflows.



## THE DISYS SOLUTION

- **DISYS immediately created a plan for the Healthcare Client that would:**
- Create and deploy an operational RSA Token Service Desk within one month of contract acceptance.
- Worked on an off-premise solution located in DISYS' Dallas Global Services Operation Center.
- Guaranteed increased efficiencies and productivity to meet and exceed Service Level Agreement requirements. Perform a Gap Analysis to uncover deficiencies in processes and deliverables.



## RESULTS & BENEFITS

- Through a strong relationship with Client, DISYS built a team to achieve the goals ahead of schedule.
- **DISYS' Help Desk successfully completes 90% of hard token requests with near-perfect quality, ahead of schedule monthly.**
- **Help Desk is averaging 10,000 token replacements per month with up to 40,000 during peak seasons.**
- **DISYS' opened up future opportunities with client through their professional and on-track handling of RSA project.**