

## CASE STUDY

### **Fortune 500 Clinical Lab Services**

**\$7.5B+**  
Revenue

**\$1.1M+**  
Reduction in cost

**40%**  
Savings

**2015**  
Services established with SSCS



The world's leading provider of diagnostic information services, that both patients and doctors require to make better healthcare decisions.

#### **Coverage**

- Partner with IT outsourcer to deliver on-site service
- Consolidation of services to one supplier
- Seven product platforms

#### **Less Downtime**

SSCS flawlessly transitioned enterprise break-fix responsibilities with zero escalations. Steady state was reached within 30 days – right on target.

SSCS has also reduced the number of outages compared to the OEM service delivery by providing a *"fix first, ask questions later"* policy for any device that was not on the supported equipment list. Prior to SSCS's flexible support model, post warranty assets in failure would not be supported by the OEM until a PO or credit card was provided.

#### **Better Service Call Management**

SSCS operates a global call center 24x7x365 to provide a command and control function for our field staff and management.

Using SSCS's uncompromising adherence to resolving all service call issues as quickly as possible, our client has expressed gratitude for what it deems as consistently high levels of service.

The automated SSCS Electronics Data Interface (EDI) has created new levels of efficiency in incident ticket creation, service order deployment among support staff and simultaneous notification of key client contacts.

#### **Cost Savings**

SSCS has significantly reduced OpEx, compared to previous maintenance spend, but also strives to keep support costs at a steady state year-over-year.