

CareView Communications

## Making Order out of Chaos in 40 Hours

### Business Overview

CareView Communications is a HIPAA compliant, public company that improves the quality of patient care for its customers through secure real time video monitoring and observation. This patient-approved system connects the patient to nursing stations in hospitals across the country.

### Challenges

CareView Communications manages the technical support of its video monitoring assets remotely. On its old system, when a physical asset in a hospital needed support, the company would receive support emails and calls from various end users or employees. Each individual ticket would be manually managed using an internally developed system.

Matt Clark, VP of Software Development and Technical Support, had no way to quickly analyze all of the tickets for a particular asset. This made it difficult to determine the root cause of the problem and provide

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— Matt Clark,  
VP of Software  
Development  
and Technical Support

complete solutions that did more than simply fix the temporary symptoms. Moreover, he needed a system that would tie all of a customer’s historical information into one view for investigation and analysis.

In addition, CareView Communications had many other internal processes such as shipping, RMA, and installation procedures that did not have designated management systems. “It was literally spreadsheets and white boards,” says Clark.

One such process was billing. The old system was based on internally developed software where generating monthly reports was a time-consuming manual process. They needed an integrated information system that would be easy to manage and use.



### Industry

- Medical and Health Services
- Technology Services

### Challenges

- Manual internal processes
- Basic trouble ticketing system
- Multiple related processes had to be tied together

### Agiloft Solution

- Initial system ready in 40 hours
- Integration of existing data
- Multiple custom modules and relationships

### Benefits

- Rapid and fast to implement
- Flexible and fully integrated
- Fully extensible
- Shorter process times
- Centralized information
- Cost effective

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In brief, CareView Communications needed a system that could combine all its internal processes, from initial leads to maintenance renewals, into a single, integrated, HIPAA compliant solution.

## The Search

Clark initiated an extensive search for possible solutions. His main criteria was that the system be highly customizable so it could be tailored to CareView's specific business needs. But it also needed to be cost effective and easy to use.

After some analysis, Clark found that most solutions were not as flexible as he hoped. However, once he reviewed the support case functionality in Agiloft, he was struck by the flexibility and stability of the product. "Everyone had some flexibility, but definitely not even in the same ballpark as Agiloft," says Clark.

Because he already had a basic system in place, Clark wanted to import all existing data and integrate previously established processes into the new system. Furthermore, he wanted to do so without engaging professional services. "We have developers and the capability here to do that, so we wanted a system that would let us do the integration and configuration ourselves," says Clark.

## The Implementation

Clark installed Agiloft and performed the entire implementation himself.

"The initial implementation did not take long," says Clark. After creating the spec and converting data into the format that he wanted, it took him only 40 hours to build the structures that could pull in and tie together all their existing data.

Clark has continued to add value by extending business functions through new tables and relationships. Since the initial implementation,

Clark has set up a dozen different functions covering a full range of business processes. For example, he has added billing information and configured processes to make the Agiloft system automatically generate and send billing reports to the responsible account representative and staff administrator. He also built a shipping order system that is tied to the company's assets; now, everything that leaves the office, whether it is a serialized asset or a consumable good, is recorded and a shipping order and packing slip are printed out.

He reports, "We have now turned on sales leads and opportunity tracking, and have given access to our board members and sales partners. We're also rolling out a full implementation of project tracking. This means we'll have the full cycle—from lead to cash—in Agiloft."

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## Benefits

- **A flexible way to integrate existing data** – Agiloft is flexible and customized to fit CareView Communication's specific business model. Additionally, Clark was able to integrate all existing data.
- **Fully extensible** – Agiloft's prebuilt tables and custom modules support the entire cycle with an integrated system for leads, opportunities, implementations, installation work orders, fixed assets, shipping, billing, technical support, and service work orders.
- **Fast and easy to implement** – Clark performed the initial implementation in 40 hours and was able to link all the necessary internal processes into one system by himself.



- **Centralized Information** – Support calls are first answered by a third-party tier 1 support group that creates the trouble ticket. Employees are automatically notified and able work on the ticket with a single click. “It works seamlessly. It is a big benefit here that we wouldn’t have been able to accomplish with our last system,” says Clark.

“We’ve never had a show-stopper where we couldn’t accomplish what we needed.”

— Matt Clark

- **Shorter Process Times** – With Agiloft, employees are able to pull up information, such as billing reports, the support history of a particular asset, and the full asset hierarchy, more quickly than before. “Agiloft gives us the data,” says Clark. “The new process is much faster than the old manual way.”

## Let Us Show You

What Agiloft has done for CareView Communications, it can do for you. In a matter of hours, we can set up a custom proof of concept of your toughest business process to demonstrate that Agiloft can meet your specific needs. Call us at 1-888-727-2209 ext 1.

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