


Supporting Success in Federal Government Healthcare

Automation, technology expertise, and a dedicated partnering philosophy are key to driving success. And a honed focus on innovation helped this team deliver healthcare solutions faster to a community of over 100,000 people.

Manual processes impeded continuity of care for thousands of users.

8%
Enrollment rate

 60%
of Level 2 staff's time spent on intro steps



Enter


Leidos and their team of experienced Agile Program Managers, Information Technology Service Management (ITSM) Developers, ACD/IVR Telephony Platform Integrator, Help Desk Process Agents, and Artificial Intelligence (AI) and Automation Experts (SMEs) supported by ServiceNow and the Now Platform®. Together, significant innovations delivered tangible results for the agency, and the community.

Innovation 1


Jump start infrastructure activation, condensing go-live timeline

90 days  2 weeks

Innovation 2

Expedite crisis intervention services—while that was always the plan it was never reality...until now.


 2 hrs
Max time to report a crisis


 24 hrs
Level 2 follow-up consistently meeting SLA

Innovation 3

Incorporate ServiceNow Case Management enhancements with integrations to automations to adopt shift-left strategies delivering significant benefits.

 500%
Increase in service throughput

 18%
Increase in enrollment rate

 46%
Increase in Level 2 productivity

Dedicated to continual process improvement and collaboration, Leidos, with the support of ServiceNow, is proud to design and implement innovations that improve critical services.