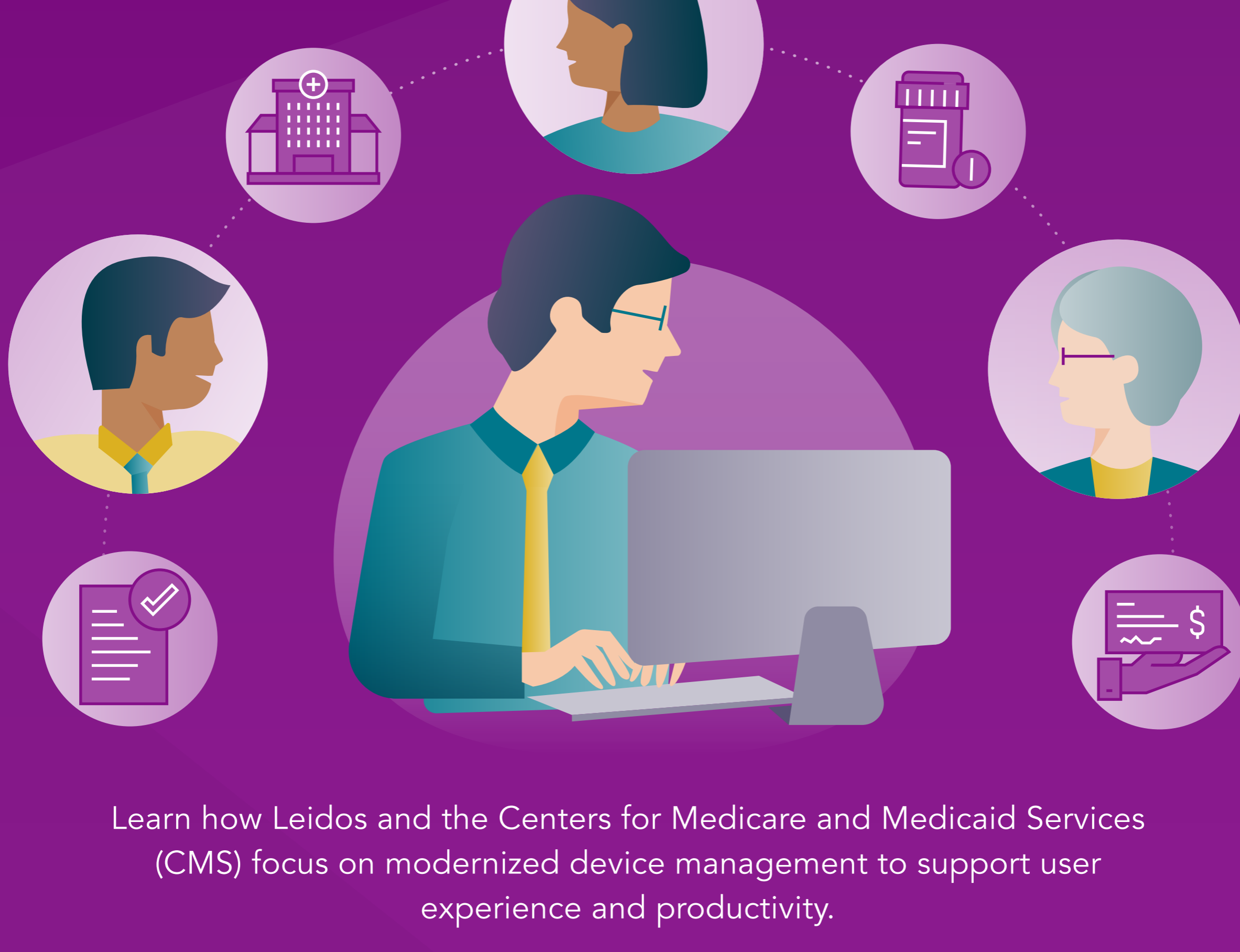


# User-centric IT Support, Patient-centric Mission

How superior user experience increases healthcare employee performance and supports positive outcomes



Learn how Leidos and the Centers for Medicare and Medicaid Services (CMS) focus on modernized device management to support user experience and productivity.

## A Patient-Centric Mission

The challenge: seamlessly scale technical support across CMS's 6,500 devices.

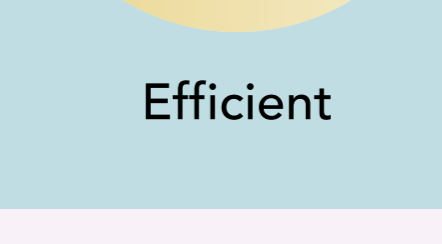
CMS are dedicated to "putting patients first." To continue that mission, employees need data and applications to be:



Secure

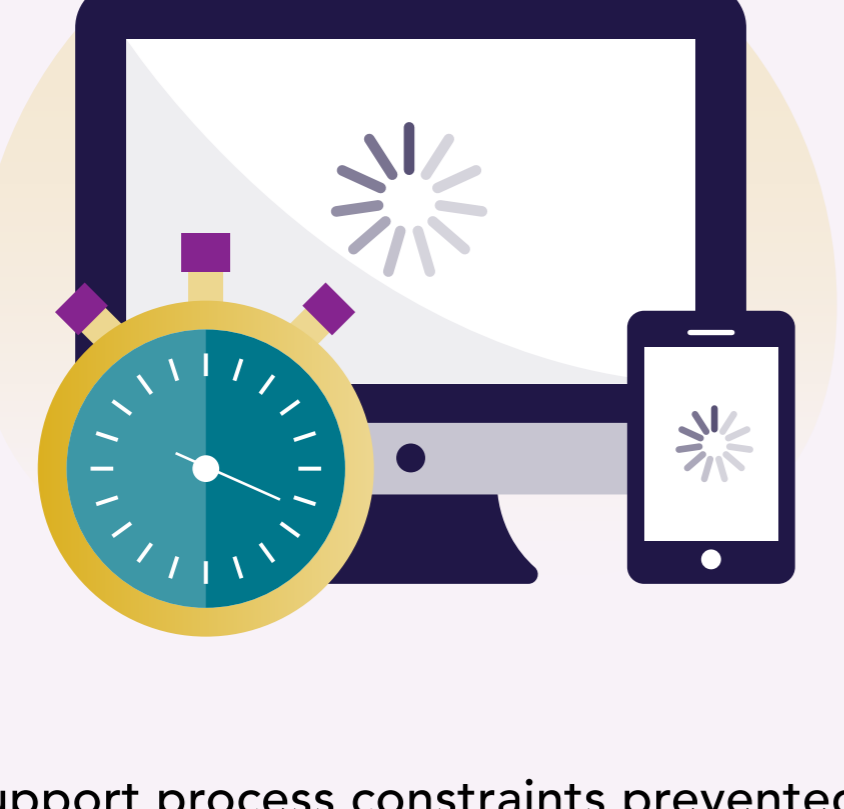


Accessible



Efficient

### Before partnering with Leidos

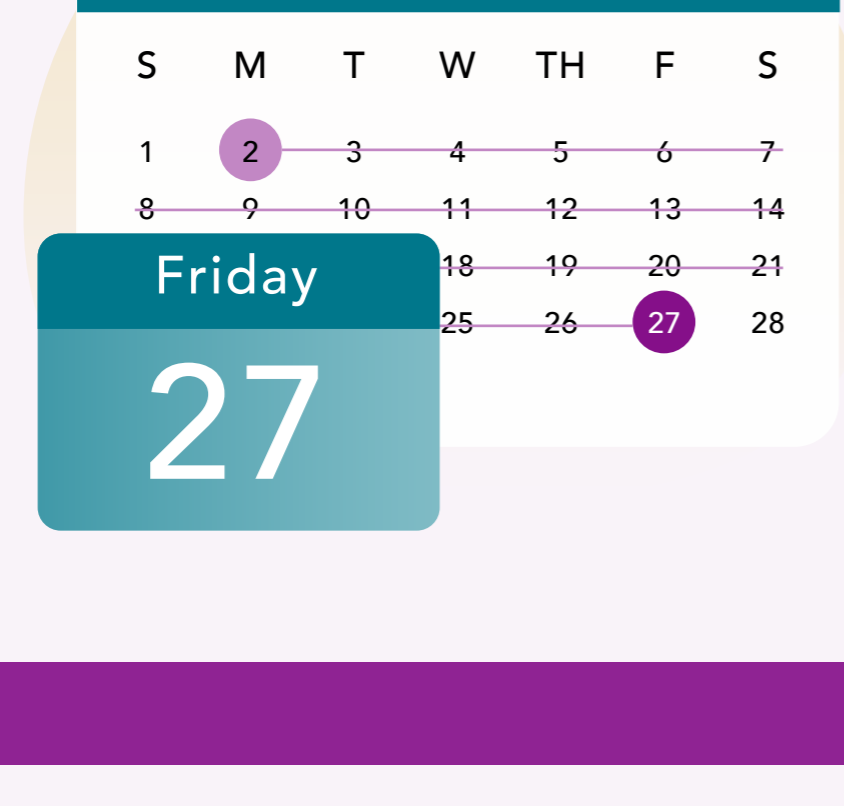


The experience with laptops and mobile devices was subpar.

- It took 3-5 minutes to start up the device before email was accessible
- Systems were heavily and frustratingly locked down
- Even simple tasks like password changes were complicated

Support process constraints prevented technical staff from matching user issues with the correct solution.

- Users who could help themselves lacked permission to "self-serve"
- Too many issues requiring in-person tech support, which could take more than a day
- Deficient ticketing data prevented trend analysis



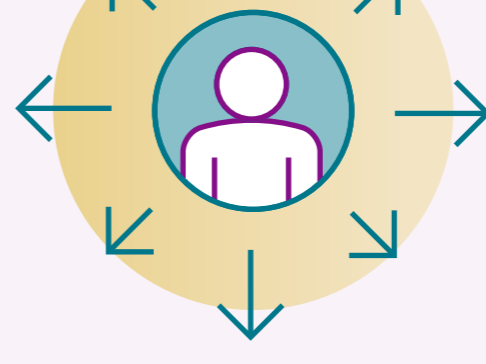
Problem resolution could stretch out over long periods of time.

## A User-Centric Solution

Leidos supported CMS's initiative to reengineer their IT support and improve their employees' experience.



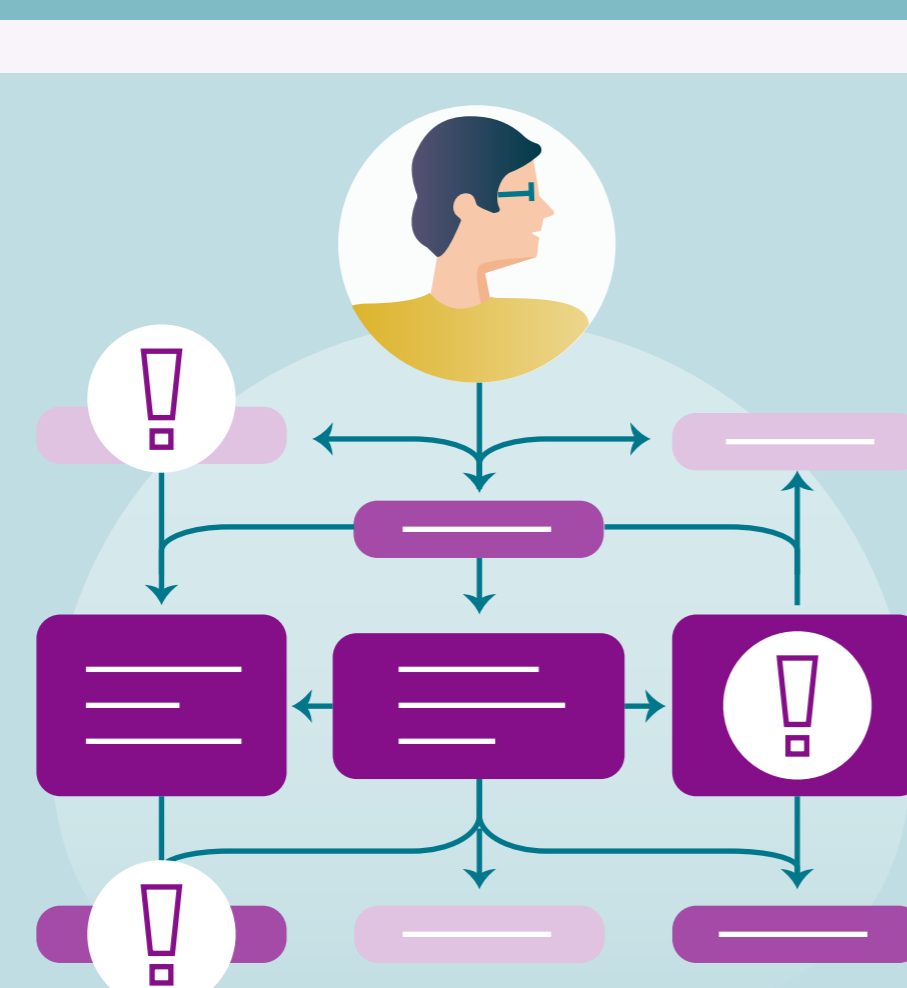
Ensured the digital technology upgrades were optimized to deliver a better user experience



Positioned the team to work more efficiently so they can better deliver their services to millions of Americans

### The Solution

**Developed user personas**  
Helped the customer (Office of Information Technology) understand their customers (executives, part-time teleworkers, admin assistants, etc.)

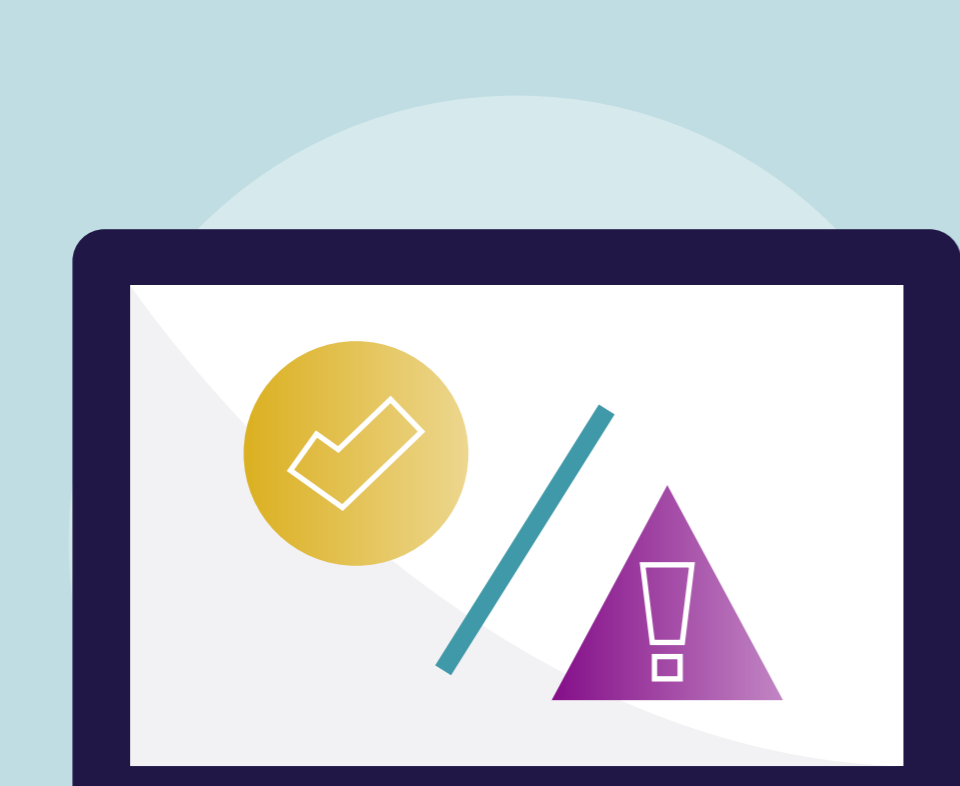


**Prioritized issues**

- Conducted focus groups
- Analyzed user workflows and root cause of 10,000+ tickets
- Identified common frustration points

**Provided user education**

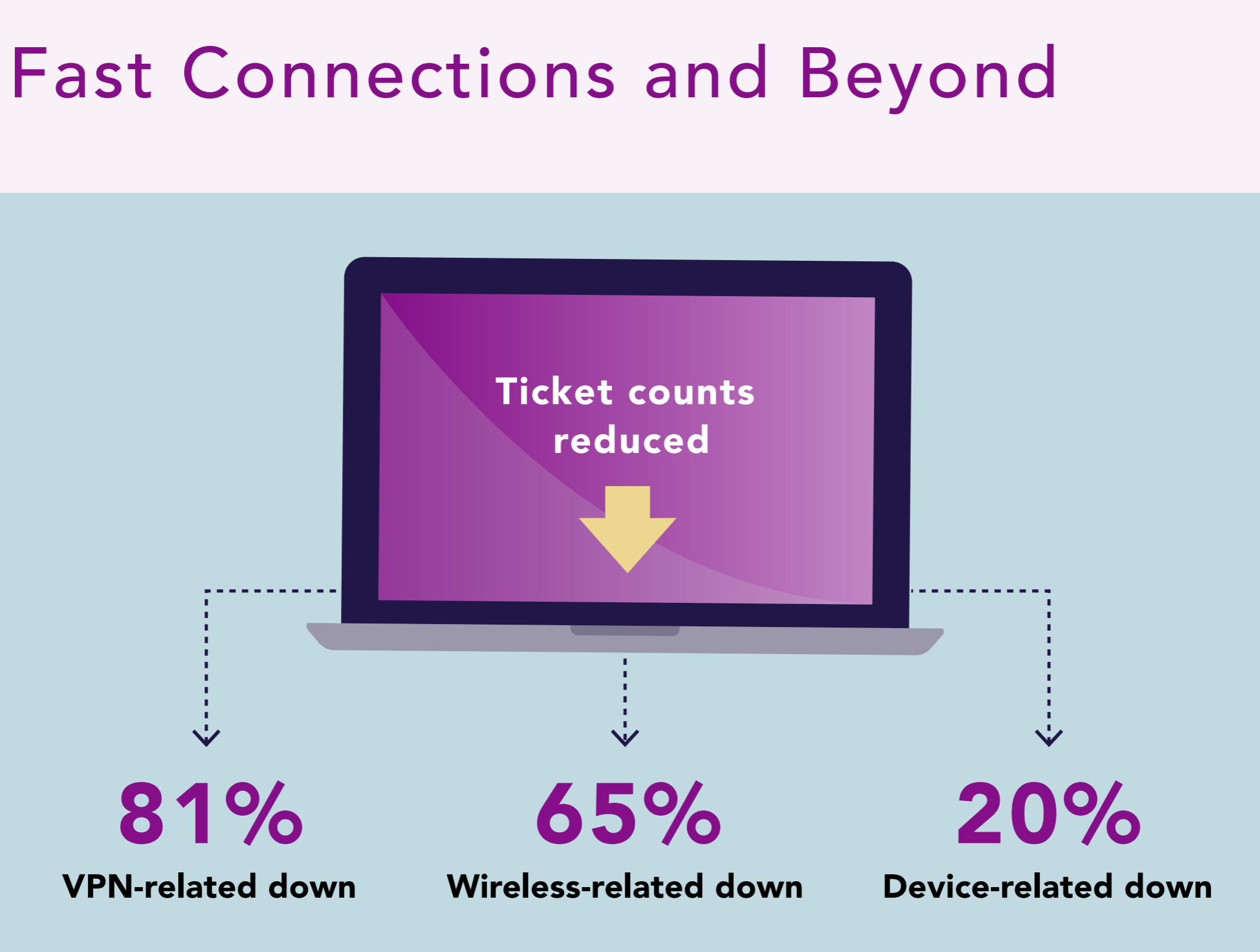
- Conducted on-site engagement sessions to demo upcoming capabilities
- Created awareness announcements and FAQs



**Deployed monitoring to the device**

Implemented proactive monitoring rather than relying solely on the user to report an issue

## Fast Connections and Beyond



**81%**  
VPN-related down

**65%**  
Wireless-related down

**20%**  
Device-related down



Average boot time **2.5 minutes faster**



**Return-to-service time** improved through remote support options and coordination between Tier 1 and Tier 2 providers



Security software conflicts reduced to **improve device performance**

## A user-centric approach to device management sets an organization up for success.



Leidos is teaming up with customers like CMS to change the paradigm of device management and positively affect the productivity of their workforce, which trickles down to a better experience for the customers they serve.

Meeting today's care delivery challenge is your mission. Modernizing the enterprise that supports you is ours.

Contact Leidos today to find out how a user-centric approach to device management can make the difference.

[leidos.com/health](http://leidos.com/health)

