A 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 User-Centric Solution

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

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

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

Before partnering with Leidos

The experience with laptops and mobile devices was subpar.

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

Problem resolution could stretch out over long periods of time.

- 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
- 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

Secure Accessible Efficient

VPN-related down 81%
Wireless-related down 65%
Device-related down 20%

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

S M T W TH F S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31

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

Provided user education

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

Prioritized issues

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

Deployed monitoring to the device

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

The Solution

Developed personas

- Primary team
- ITlimate Business Analysts
- CMS IT and Security
- Leidos Technical Support

Provided user education

Engaged in articulating the value of modernized device management in terms of employee experience and productivity

A Fast Connections and Beyond

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

Average boot time 2.5 minutes faster

Increased Security software conflicts reduced to improve device performance

Other

91%
65%
20%

65%

63%

83%

65%