

Commonwealth Care of Roanoke

Service Desk as a Service Success Story



Commonwealth Care of Roanoke, Inc. (CCR), a long-term rehabilitation provider founded in 2001, operates 12 health and rehabilitation centers in Virginia. Randall Holley has been Director of IT for these communities for the last nine years, guiding his team and troubleshooting all IT issues.



Challenge: Burnt out IT staff

CCR's mission is to provide peace of mind to those it cares for – patients, residents, families and staff. Holley's department furthers that mission by providing the technical support all caregivers need across the 12 centers.

Almost four years ago, the CCR communities implemented an electronic health record (EHR) system to keep up with ever-evolving health technology and remain compliant. However, with such a large implementation, the support calls started to increase in addition to typical call traffic. Being a small IT department of five people and rotating being on call night and weekends, the staff was quickly becoming burnt out.

Solution: vcpi's 24/7, US-based Service Desk

To find reprieve for his staff, Holley thoroughly evaluated his two options – continuing in-house support, or outsourcing part of the workload. In the former, he would need to spend more on internal staffing – training, salary, benefits, etc. Outsourcing, he could leverage existing industry expertise for a lower cost.

“vcpi was really a ‘win-win.’”

-Randall Holley, Director of IT

After investigating several companies, Holley decided to partner with vcpi for its Service Desk as a Service (SDaas) solution. He was able to keep his existing staff while cutting cost.

“vcpi was really a ‘win-win.’ It provided caregivers a knowledgeable staff that was available 24/7 during those off hours we aren't here, and was a very cost-effective avenue,” said Holley. “We don't have a huge staff and we don't have a large budget to add staff.”

Because vcpi is built for and understands the long-term care industry, Holley said it made them feel comfortable knowing vcpi is familiar with programs such as PointClickCare, adding that the vcpi “staff is well-trained, very knowledgeable and very courteous.”

Holley was also pleased that vcpi support is entirely US-based. Location is a “big concern for me because the staff wants to feel like their partner is in this with them and not just taking a phone call,” he said.

VCPI also customized CCR's solution. There are items Holley's team handles internally, so if vcpi receives a call regarding one of those areas, it is escalated to them immediately.

Results: Reliable and knowledgeable coverage

After signing on with vcpi, Holley received the 3-4 week onboarding timeline. Upon initial review, Holley and his staff thought it was too much; however, over time they saw it was beneficial in order to familiarize themselves with how support would work, and also give vcpi time to train technicians and understand how they work. Holley said it was a successful process, and they hit the ground running when it was completed.

An additional outcome of partnering with vcpi was just that – CCR received a true partner. CCR keeps vcpi updated if there is planned downtime, system changes, a company-wide event they need coverage for, etc., and vcpi is always prepared to seamlessly provide additional coverage. Holley also has a bi-weekly 5-10 minute call with his Technical Account Manager to touch base with call volume stats.

"We just didn't hire a company to answer phone calls after hours and on the weekend. We actually have found a partner."

The biggest ongoing value Holley receives from vcpi is providing support to staff and caregivers who increasingly rely on technology. "When technology doesn't work, it creates a barrier for them. vcpi helps us leverage our ability to remove those barriers so they can provide care to our residents."

In the future, Holley sees CCR continuing to add more technology, which lends itself to greater support needs, for which he envisions vcpi.

"What vcpi brought to the table and said they would deliver, they delivered – excellent support in a timely fashion and cost-effective manner. All those things have been met and that's what we were promised, so we're pleased."

" We just didn't hire a company to answer phone calls after hours and on the weekend. We actually have found a partner. "

-Randall Holley, Director of IT