

HELPDESK SOLUTION IMPLEMENTATION AND CUSTOMIZATION



LANWORKS CREATES A CUSTOMIZED ALTIRIS SOLUTION FOR LIFELABS AND HELPS THEM EXCEED HELPDESK SERVICE LEVEL OBJECTIVES (SLOs)

LifeLabs has been serving the healthcare needs of Canadians for over 50 years. They employ over 5,400 professionally trained staff, and perform over 100 million laboratory tests every year. In 2013, LifeLabs acquired BC Biomedical and CML HealthCare, making them the largest community laboratory in Canada.

The Challenge:

- LifeLabs required assistance customizing Altiris in order to create a set of tools to enforce helpdesk Service Level Objectives.
- LifeLabs was using an out-of-the-box Altiris solution and had no in-house expertise to provide the required customization.

The Solution:

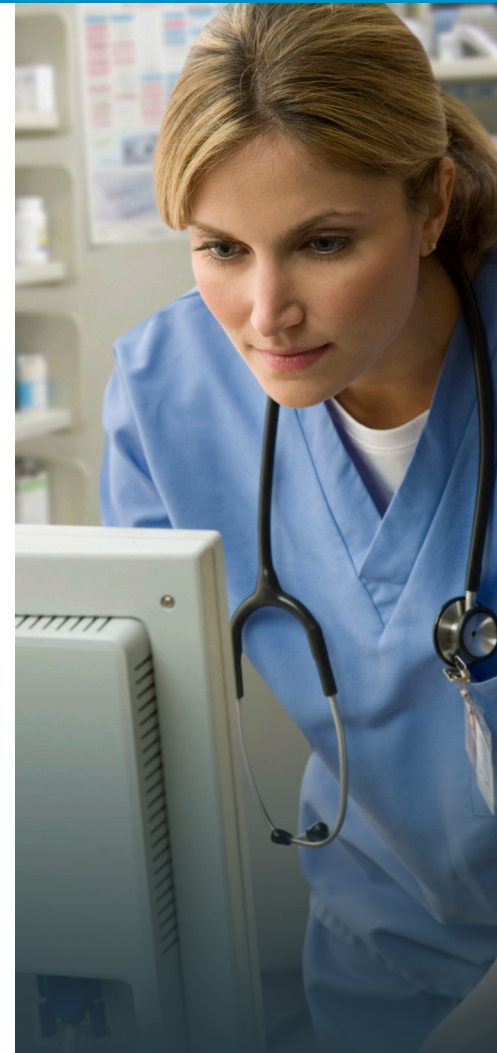
- LifeLabs hired Lanworks to build a customized Altiris solution.
- Lanworks provided Altiris-specific guidance and training to LifeLabs personnel.

The Results:

- Custom tools to guide helpdesk users to meet and exceed their service level objectives.
- Knowledge transfer to a LifeLabs team member, who is now able to manage and administer the system.
- Effortless system installation and maintenance.
- LifeLabs has returned to Lanworks for an additional Altiris project - upgrading and integrating their helpdesk systems country-wide.

"Lanworks delivered everything we wanted. We now have an in-house subject matter expert who is able to administer and manage Altiris going forward. Since the system was properly architected, we have had no issues with its functionality or performance. For our current project; which is, integrating all three helpdesks and upgrading the system, we never even considered going with another company."

Jim Chaplin, Manager, IT Operations, LifeLabs Organization



*For additional
information on how
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