# Case Study
# ebridge Creates Efficient Help Desk Integrations



**With the implementation of Champion Solution Group's ebridge tool, help desk call times can be reduced by 25%**

**eBridge,** a tool from Champion Solutions Group, automates processes and integrates information so that teams can streamline procedures. ebridge has been implemented in help desk departments to reduce call times and improve the management of data and information.

Below is a case in which a large hospital system was fielding a large number of calls with the goal of closing each ticket within only five minutes.

**Hospital system help desk automation**

The help desk at a large hospital system was receiving roughly 185,000 calls per year. The majority of those calls were doctors, nurses, and other staff members who had been locked out of their computer because they had forgotten their password. These personnel would call the help desk, creating a ticket for the help desk team within ServiceNow. Upon receiving the ticket, the help desk team would have to search different databases to find the model of the exact computer being used and its location and return to ServiceNow to complete the process and close out the ticket. The whole process was taking up valuable time for both the help desk team and medical professional alike.

With the addition of ebridge, all of this information was integrated within ServiceNow, so there's no need to go back and forth between databases and applications.

As Chris Pyle, CEO of Champion Solution Group, said, "With ebridge, we can automate the whole process. ebridge eliminates all those touch points of different people having to look things up manually. It's a huge time saver."

Drew Baumhauer, the Senior Full Stack Engineer at Champion Solutions Group, said, "ebridge analyzes data, initiates the password reset process, and informs the appropriate users when the process is complete; ebridge is fully automated to the end."

The results for this hospital system were huge. They believe they will save 25% of the time previously spent on these help desk calls with ebridge. They have an objective of closing help desk tickets within five minutes, so by adding ebridge to connect their disparate applications within ServiceNow, they can now save a minute to a minute-and-a-half of that precious time, which is huge when receiving 185,000 calls a year.

**Other benefits of ebridge for help desks**

Help desks can see big benefits by using ebridge. These benefits are detailed below.

**From many applications to one**
The first goal of Champion Solutions Group was to shift operators and administrators to using one application instead of many to save time. Help desk teams were using three to five applications to finish a task.

Instead of having to manage tools and information through multiple applications, what they refer to as "swivel-chair integration," ebridge allows the help desk team to stay within ServiceNow, avoiding excessive movement between disparate applications to complete work.

As Baumhauer said, help desk employees "can manage the entire life cycle of the ticket, all within ServiceNow because of our integration."

**Automation**
ebridge, with smart workflows and automation technology, allows critical data to be automatically populated, whether it's generated from a ticket or a department communication. Because no employee is manually entering this information anymore, it saves time and "multiplies the power of that integration" between ServiceNow and ebridge said Baumhauer.

ebridge is a real-time interface that connects a business's enterprise IT and security applications with ServiceNow. Unlike any other solution on the market, ebridge produces a fully collected data set that's quickly delivered to ServiceNow, integrating with business service management processes.

Contact Champion Solutions Group to learn more about how ebridge can help streamline help desk responsibilities.

**For more information, call 800-771-7000 or visit
www.championsg.com/ebridge**