

# Healthcare Service Provider Uses Ivanti to Reduce Budget without Impacting Quality of IT



**Location:** Meppel, Netherlands

**Industry:** Healthcare

**Website:** [www.espria.nl](http://www.espria.nl)

**Solutions:**

- Ivanti® Identity Director

**Benefits:**

- Do more with less by automating routine IT tasks to reduce the volume of IT services
- Provide a self-service portal to empower clinical caregivers to request and subscribe to services as they need them, empowering the workforce and improving patient care
- Reduce the costs of meeting compliance requirements and ensuring appropriate data security

**Espria is a large healthcare provider based in Meppel, Netherlands with more than 1,000 locations in 230 municipalities across the nation, serving over 100,000 patients per year. The organization’s mission is to strengthen the resilience and self-reliance of people who need day-to-day assistance. Espria achieves this by supporting people who, due to accidents, illness, chronic conditions, handicaps, or aging, are not completely self-sufficient.**

Given the nature of its business, many of Espria’s caregivers are mobile, visiting patients in their homes to provide care and services. Additionally, the organization provides housing for people who are over 55 or have disabilities. With nearly 27,000 apartments and 17,000 nursing facilities in 174 municipalities, Espria maintains a large, complex network of housing.

**How Espria is Using Ivanti**

The Espria IT department provides a wide range of applications and support services to the organization’s large team of caregivers. The IT department’s goal is to address every employee’s issue within one call regardless of the nature of that need. This goal is meant to ensure that each caregiver has the support that he or she needs to deliver the highest quality of care for their patients through access to applications and services. But with nearly 75,000 IT support calls each year, and with limited resources, this is a challenging goal to achieve.

To deliver its goal of “just like home” IT services—with many of them available on demand—Espria turned to Ivanti and the Ivanti® Identity Director solution. Espria wanted to automate many routine IT tasks, eliminating the need for caregivers to even send a service ticket to IT. Caregivers would have access automatically to the

applications and services they needed when they needed them, based on their roles and context. Equally, caregivers could request access to applications and services through a self-service portal enabled by Ivanti.

Today, Espria’s IT department is delivering low-cost, highly efficient services that are better able to support the organization’s mission of strengthening the resilience and self-reliance of people needing day-to-day assistance. The IT team is playing an important role in helping the organization address critical social issues and costs related to an aging population, as well as increasing the sustainability of the healthcare system.

Espria is leveraging Ivanti Identity Director to:

- Do more with less by automating routine IT tasks to reduce the volume of IT services
- Provide a self-service portal to empower clinical caregivers to request and subscribe to services as they need them, empowering the workforce and improving patient care
- Reduce the costs of meeting compliance requirements and ensuring appropriate data security

### Doing More With Less

As the population continues to age, Espria faced an increased demand for its services, but without an increase in resources. In fact, the IT budget overall was shrinking. The IT team needed a way to increase efficiency, improve the clinical caregiver experience, and help the organization fulfill its mission—but at competitive market rates.

A member of the Espria IT staff stated, “If we cannot be more successful with tooling, then we have to let people go. And if we do that, the quality of our services will go down, and there will come a point where our customers [caregivers] will not want to buy from us.”

As a result, Espria committed to cutting 20% of its IT budget within one and a half years by increasing its overall operating efficiency, and reducing the volume of requests to its IT service desk. Leveraging Ivanti, Espria will be able to achieve its cost-reduction goals as well as its goal of budget cuts while maintaining a high level of service to its caregiver users. The department will automate nearly 30,000 service calls, or roughly 40% of total call volume,

by implementing an automated solution from Ivanti. At €12.50 per call, the organization is saving €375,000 annually.

### Caregiver Empowerment through Self Service

Given the nature of Espria’s services, many of its caregivers are mobile, meeting with their patients in their homes or in the housing Espria provides. In this work environment, waiting for IT to grant access to applications simply wasn’t viable. Caregivers needed the ability to subscribe to and request services on-demand. An IT staff member at Espria stated, “Ivanti supports our ‘Just Like Home’ IT strategy where a user opens a browser, chooses the [application or service] they like, accepts the terms, clicks a button, and the software or service is rolled right out to them.”

Not only does this self-service capability empower Espria’s workforce, it enables them to deliver a higher quality of care to their patients. Caregivers are much less focused on how to access technology, improving their ability to focus entirely on the vital care they are providing to their patients.

### Reducing Compliance Costs

Before implementing Ivanti, when a caregiver left Espria their offboarding process was performed manually by IT. With automated onboarding and offboarding via Ivanti, an internal caregiver account is now easily deactivated.

Espria’s IT Director stated, “We had lots of complaints during audits of accounts which in some cases stayed open for a year [after an employee left]. Previous to Ivanti, too many people had too much access. The lack of restricted, automated self-service required a high level of unsecure system access. The systems and processes required too many people to need administrative access to deliver the software or service, creating an audit nightmare.” Not only were audit costs reduced, but Espria had the confidence it was more compliant and secure.

**Learn More**

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