



Pete Townley
Lead Service Delivery



22,000 users across 500 sites gets self-service with FastPass

The Staffordshire and Shropshire Health Informatics Service (S&SHIS) is a provider of IT services to a number of Trusts and Primary Care Organisations within the National Health System (NHS). We provide IT Support for around 22,000 users across over 500 sites.

The users range from administrative support staff to Healthcare Support workers, Clinicians and Senior Consultants and GPs. Because IT systems are simply tools to complete their day to day role, any solutions we deploy, must be both reliable and easy to use.

Increasing use of IT systems within the NHS meant demand for IT support also considerably increased. We faced longer telephone support wait/queue times and call abandon rates. We discovered that at peak times about 25% of telephone requests were for password resets or access related queries.

We decided to review the market for a Self Service Password tool that could reduce this level of demand and offer Access Support outside of our core Hours of Service.

We considered a number of solutions and received demonstrations of several, but we finally chose FastPass as our solution as they offered:

- A simple solution in design and operation
- Ability to work across multiple AD domains
- Access to the solution from a hosted website and/or mobile Aps with no need for physical domain access for end users
- Access to security information to be used internally for Secure ID of callers
- A very competitive price

After simple local installation, the training of the Support Desk staff was quickly achieved. But changing our end users' habits proved more testing and took longer than envisaged. We rolled out a number of enrolment campaigns and the Service Desk reinforced the use of the FastPass tool. **We now have about 70% of all password resets and domain account unlocks completed through the self-service portal.**

During this period we have met our Customers' Service and Cost Improvement challenges. We have reduced our call abandon rates by over 55% and our average

wait times by over 60%. This is in spite of a reduction in our overall budget. The FastPass implementation has definitely contributed to this success.

We needed post installation support on occasions and we have found the level of FastPass support to be of high standard and their engineers are knowledgeable and reliable. We are happy to recommend the products and service of FastPass.

Pete Townley
Lead Service Delivery
Staffordshire and Shropshire Health Informatics Service.



The Staffordshire and Shropshire Health Informatics Service (S&SHIS) is a provider of IT services to a number of Trusts and Primary Care Organisations within the National Health System (NHS) in UK. S&SHIS provides IT Support for around 22,000 users across over 500 sites.



*...we have met our
Customers' Service
and Cost Improvement
challenges by reducing our call
abandon rates by over 55% and
our average wait times by over
60%, despite our overall budget
being reduced.*