

## Adastra Service Desk Goes 24/7

Issue Date: 5<sup>th</sup> February 2010

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**As part of Adastra's continuing programme of investment in their products and services, Service Desk Technicians are now available to take support calls directly, at any time of day and night without the need for a night time answering service.**

This investment is designed to further enhance the first class support services delivered by Adastra in the challenging environment of 24/7 urgent, unplanned and community care delivery. The objective is to provide even faster responses and improved continuity of service throughout Service Desk episodes with rotas designed to ensure that there is sufficient overlap in which to 'pass the baton' on any support investigations spanning shifts.

Customers now need only phone one local number whether the calls are in-hours or out-of-hours. As well as improved telephone contact, the Adastra Support email mailbox will also be monitored more frequently 24/7. Low priority Support requests can be logged via email at any time and will be actioned by a Technician, who will immediately have access to customers' details and support history, according to the priority of the request. This allows for superior response times leading to a speedier resolution.

Since the launch on 4<sup>th</sup> January 2010, Adastra's target response time for an incident logged overnight has gone from 'less than one hour' to 'immediate'. Customer feedback has been very positive, with comments including *"the ability to speak to a Technician 24/7 is brilliant"* and *"really quick to resolve the issue."*

**Mike Heritage, Service Desk Manager for Adastra** said *"We've been working towards the switch to manning the office 24/7 for some time and now it's here I am delighted with the outcome. Being able to contact a fully trained Service Desk Technician directly at any given time provides customers with an extra layer of security and reassurance outside normal office hours when our customers are at their busiest. From our office, 24/7 we are able to respond to, act upon and resolve a customer's incident before it has time to significantly affect their service."*

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Press Release Ends

### About Adastra

Adastra is the leading patient management system for unscheduled care in walk-in centres, community nurse teams, GP out-of-hours services, call-centres, urgent care clinics and many other primary care services across England, Scotland, Wales, Northern Ireland, The Republic of Ireland and the Netherlands. Adastra helps clinicians, operational service providers and healthcare commissioners manage, connect, integrate and measure more than 14 million episodes annually across Europe.

Adastra is an Advanced Computer Software Plc group company.

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