



# Healthcare Case Study

*The trusted technology coach for your small to midsize business in the South.*

## At a glance

A large pharmaceutical company who has an existing technology team, needed additional help to support the IT needs of a company of their size.

## RESULTS

By handling lower tier issues, the pharmaceutical company's on-site technical team can focus their time on more complex challenges and forward planning.

Since partnering with PCA, they have experienced decreased ticket volume due to efficiencies and automation implemented by the PCA Technology Solutions.

 **139.41 mins**  
average response time to tickets

 **820**  
tickets completed per month



Your Technology Coach

 [pcatechsolutions.com](http://pcatechsolutions.com)

 Little Rock, Arkansas

## CHALLENGES



██████████ a pharmaceutical company with 500+ employees had outgrown their current technology department. To keep up with ticket flow, they would need to bring on additional technology team members or outsource some requests.

## SOLUTIONS



██████████ and his team at ██████████ partnered with PCA Technology Solutions for a co-managed approach to their growing needs. The agreement was that the ██████████ team would handle all escalated tickets and requests, while more minor requests would be sent to the PCA Service Desk.



Increased Efficiency



Business Outcome Focus



Prepared for Additional Growth

## BENEFITS



### Increased Team Size Overnight

1

Adding PCA as a supplement to their existing team, ██████████ IT department more than doubled overnight without the hassles, time, or money typical spent when onboarded new hires.

### Business Outcome Focus

2

PCA has daily "huddles" with ██████████ and his internal team to discuss challenges and opportunities for growth.

### Prepared for Additional Growth

3

In addition to ongoing support provided by PCA, the pharmaceutical team has utilize the PCA team in planning for future growth strategies and solutions; taking a peer-to-peer approach to IT forecasting.