

**CASE STUDY**



**VITAS<sup>®</sup>**  
Healthcare



## Company Overview:

As a premier provider of hospice care in the United States, VITAS operates 47 programs in over 14 states with more than 12,000 employees. It is a proud subsidiary of the publicly traded Chemed Corporation.

Key Metrics: \_\_\_\_\_

**Healthcare/Hospice**  
industry

**12,000+**  
employees

**Miami, FL**  
headquarters

**Mobile Management**  
products

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## CHALLENGE #1

# Manual Mobility Time Sink

VITAS grappled with an inefficient mobility program caused by manual procedures and disparate systems. Swivel chairing between platforms to compile data for spend analytics was not only time-consuming but prone to errors.

**Inefficiency:** Manual data gathering and multiple-platform usage.

**Solution:** Implemented brightfin's Mobile Management Program, natively built in ServiceNow, for unified mobility spend and streamlined processes.



**CHALLENGE #2****High Turnover Rate**

Given the high turnover rate inherent in the healthcare industry, VITAS faced significant challenges in managing the life cycle of their mobile devices. Manual tracking processes and a lack of visibility into device inventory, assignments, upgrades, and retirements resulted in inefficiencies, potential productivity losses, and heightened costs.

**Inefficiency:** Contending with industry-wide high turnover rates, ineffective life cycle management, and a visibility gap.

**Solution:** VITAS implemented brightfin's Mobile Management Program, integrated within ServiceNow, to manage high-turnover device lifecycles effectively and to improve visibility.





## 2023 IT INSIGHTS REPORT: **HEALTHCARE SERVICES**

### This free report includes

- Which IT-related topics large healthcare services companies were talking about over the past 3 years
- Most common areas CIOs are focused on
- Which industries are most advanced when it comes to digital transformation
- Role and salaries of people with digital transformation responsibilities
- Digital transformation project outline
- Best practices and guidelines
- And more

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## CHALLENGE #3

# Uncontrolled Expense Management

Without a centralized tracking and allocation system, VITAS found expense management to be a difficult task. Manual efforts in allocating expenses to cost centers and creating accurate asset inventory reports led to inefficiencies, errors, and delays.

**Inefficiency:** Uncontrolled expense management and absence of centralized tracking.

**Solution:** Utilized brightfin's Expense Management solution, designed natively in ServiceNow, for centralized expense tracking, accurate allocation, and streamlined financial workflows.



# 23 to 1

Streamlining Onboarding with brightfin. VITAS Healthcare slashed onboarding time from 23 hours to just 1 per new employee. This swift, seamless integration revolutionized efficiency, accelerating care delivery to those who need it most.

[Book a Meeting](#)

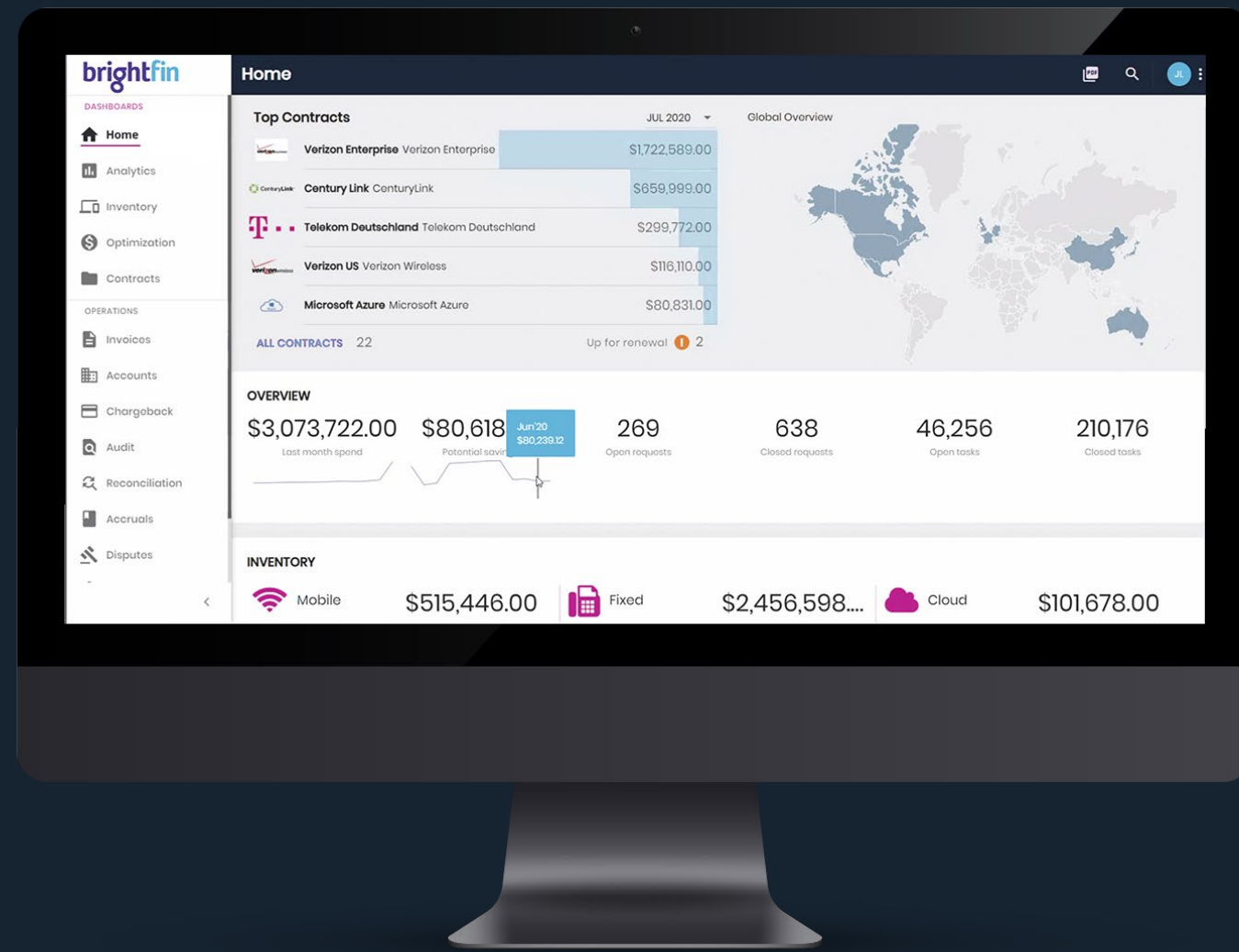


## **SOLUTION: Streamlining Mobility Spend on ServiceNow**

To tackle these challenges and inefficiencies, VITAS forged a partnership with brightfin, natively built in ServiceNow, to unify their mobile, telecom, and cloud spend. This integration cleared away manual processes, bolstered data accuracy, and offered a centralized platform for streamlined management. Harnessing the power of brightfin's technology, VITAS reaped significant time savings, enhanced visibility, and managed to augment patient care.

Pinpointing VITAS' challenges, brightfin rolled out a solution, uniquely built natively in ServiceNow. This enabled comprehensive mobile device control, improved device lifecycle management, and minimized manual tasks like device enrollment and carrier modifications, leveraging our UEM capabilities and carrier e bonding.





reduce expenses,

increase efficiency &

gain full spend visibility

✓ *natively built on ServiceNow*

### Managed Mobility Services

- + Invoice processing, reporting & analytics
- + Mobile device inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + UEM admin & asset synchronization
- + Lifecycle management
  - » Staging & kitting
  - » Seed stock management
  - » Reverse logistics

### Telecom Expense Management

- + Invoice processing, reporting & analytics
- + Fixed inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + Contract management & negotiations
- + Benchmarking

### Cloud Expense Management

- + Invoice processing, reporting & analytics
- + Inventory management
- + Audit and dispute console
- + Bill pay
- + Help desk
- + Kubernetes integration



When researching software, the first thing I want to do is see it in action and the last thing I want to do is talk to someone at the company.

That's why we created a self-service demo experience where you can jump to the sections you care about and see how it works without having to hop on a call.

**- Arthur Papanastasiou**  
*Solutions Architect*

 **SEE HOW IT WORKS**  
[brightfin.com/demo](https://brightfin.com/demo)

Assess your organization's maturity across telecom, mobility & cloud