CASE STUDY

CONNECTUS ENABLES RAPID SCALE FOR IN-HOME NURSING: REDUCING IT TICKET TIME FROM 6 HOURS TO UNDER 30 MINUTES

Challenges

Rapid Growth & Device Readiness: Explosive organizational growth created delays in quickly and efficiently getting fully configured Laptops, iPads, and iPhones into doctors' and nurses' hands.

Inventory & Configuration Bottlenecks: Managing device inventory, MDM configurations, and logistics internally became overwhelming, slowing down onboarding and creating gaps in nurse readiness.

Inefficient Ticketing & IT Workload: Manual coordination of procurement, configuration, and shipping resulted in long ticket resolution times and drained internal IT resources.

Solutions

API Integration for Seamless Scale: ConnectUs integrated directly with the customer's ticketing system, automating workflows and becoming an **extension of the customer's IT team**.

MDM Configuration & Compliance Management: The ConnectUs team built and maintained **custom MDM profiles**, ensuring devices met strict healthcare compliance requirements.

Turnkey Logistics & Lifecycle Management: ConnectUs handled **end-to-end logistics** including procurement, warehousing, kitting, configuration, outbound delivery, and reverse logistics—ensuring devices arrived enduser-ready.

Benefits

Drastically Improved Response Times: Reduced IT ticket resolution times from **6 hours to under 30 minutes**, enabling faster nurse onboarding and better patient service.

Touch-Free Device Management: The IT team became hands-off for procurement, configuration, and shipping, freeing up time to focus on mission-critical initiatives.

Scalable Deployment Infrastructure: As the organization grew, ConnectUs scaled seamlessly alongside them—without compromising compliance, control, or visibility.

Single-Source Accountability: One partner managing the full device lifecycle with precision, speed, and healthcare-grade compliance.





ConnectUs

Lenovo

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