



CASE STUDY

ENHANCING OPERATIONAL EFFICIENCY FOR ONBASE CUSTOMERS IN THE PRIVATE SECTOR



CLIENT OVERVIEW

Since 2020, 3SG Plus has provided comprehensive professional services to a privately owned healthcare solutions manufacturer with over 3,000 OnBase users. The customer required proactive OnBase platform monitoring, incident resolution, problem identification, and change management to ensure solution stability, performance, and reliability.

SOLUTION

Our comprehensive professional services have significantly enhanced operational efficiency for the customer, ensuring the stability, performance, and reliability of their OnBase system.

We proactively monitor the platform, resolve incidents, facilitate change management, and deploy platform enhancements. Our approach has empowered the customer to adapt to evolving business needs, streamline operations, and drive continuous improvement initiatives to optimize system performance and user experience.

CHALLENGES ADDRESSED

- Platform stability, performance, and reliability
- Undefined issue resolution and change management processes
- Limited platform enhancement capabilities
- Lengthy system downtime

RESULTS

- Improved platform stability, performance, and reliability
- Prompt issue remediation and minimized downtime
- Change management processes compliment evolving business needs
- Continuous improvement initiatives driving system performance, efficiency, and user experience enhancements
- Maximized ROI through dedicated platform support and OnBase Professional Services from 3SG Plus