SHAREDIMAGING®
CHANGE. SOLVED.

Case Study

Streamlined technical support workflows and ensured rapid response times that drive operational growth and customer satisfaction.

Industry: Healthcare

Client: Partner with hospitals, health systems and physician groups to provide mobile MRI, PET/CT and CT imaging solutions

Timeframe: 2017-present



The Client

Shared Imaging provides flexible options for acquiring CT, MRI and PET/CT equipment for interim, mobile or fixed imaging solutions. Whether a patient requires equipment for two weeks, six months or up to four years, Shared Imaging can meet their imaging needs. During the last 15 years, Shared Imaging has gone from a small operation with only 28 CT systems, to a 145 CTs, 70 MRIs and 2 PET/CTs.

The Challenges

Hospitals or outpatient centers call AnswerNet if their machines are down. Through Salesforce.com, it is determined what type of service is needed. AnswerNet is able to connect the caller to the vendor and then troubleshoot as AnswerNet serves as the third-party documenting the interactions. For several years AnswerNet has helped Shared Imaging with better service and ultimate growth.

Previously, Shared Imaging was having continuous issues with wait times being too long and poor service. They had one to four agents in-house who were not responding in a timely manner. To solve these challenges, they needed a call center that could quickly and efficiently handle their requirements.

The Solution

AnswerNet engineered a high-tier service environment tailored to Shared Imaging's specific standards. By implementing a more structured and professional setting, AnswerNet achieved a significant reduction in wait times, driven by a proactive approach to agent calibration and rigorous training that ultimately exceeded Shared Imaging's initial benchmarks. To maintain this level of excellence, the partnership began with an intensive on-site classroom training and has since evolved into an annual tradition of in-person refresher training fostering a culture of continuous improvement.

Customer Satisfaction

Reduced wait times and customer service outsourcing led to increased engagement scores and overall cost savings.

The Result

AnswerNet's service helped increase customer satisfaction by reducing wait times and with professional follow-up on the timing and completion of services. Due to their trust in AnswerNet, Shared Imaging moved all support to AnswerNet; saving the money and headache of managing their in-house workforce.