Vituity Speeds Up Care for Patients — by Supporting its Physicians with AI

vituity → **Case Study**

"We spent five years trying to enable employees to self-service, but without much traction. Moveworks is the first solution that actually worked."

—**Amith Nair,** CIO, Vituity

Vituity's focus: quality care at scale

Now more than ever, the healthcare sector is tasked with delivering high-quality care, the moment it's needed, at enormous scale. As one of the largest acute care providers in the United States, Vituity is committed to meeting that standard for the 6.5 million patients it serves each year. A partnership of nearly 5,000 physicians leads and owns Vituity, all of whom depend on advanced technology to combat the current global health crisis.

This reliance on technology means that supporting patients and supporting physicians are deeply related challenges, because when something breaks, both patients and physicians are left waiting for help. Vituity's CIO Amith Nair realized that automation had become a necessity to provide employee service — that is, to eliminate disruptions for physicians — in real time.

"This is personal to me: healthcare needs serious tech disruption. COVID-19 made us realize that we couldn't help the patients who need us without fixing our own systems and processes."

—Amith Nair, CIO at Vituity

Challenges

- Disruptive issues that sidetrack physicians from providing care

- Keeping a large, distributed workforce on the same page

Results

- Freed up 40% of L1 help desk agents to focus on higher priorities

- Transformed communications strategy with interactive messages on Teams

Key Integrations

servicenow — **ServiceNow** ITSM

okta — **Okta** SSO

Microsoft Office 365 DL

Microsoft Teams Chat
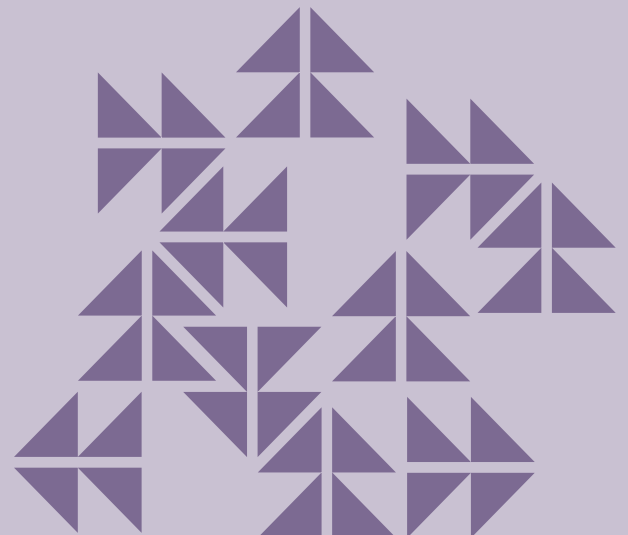
Faster support for front-line physicians

As healthcare providers increasingly rely on technology to treat patients and empower physicians, digital transformation is now essential. While many healthcare companies continue to use legacy systems and tools, Vituity began its digital transformation journey five years ago, when Nair pushed the firm to embrace both automation and the Cloud.

"People are my number one priority," he said. "But in this virtual world, when we're all stuck behind monitors, putting people first means giving them the technology they need to focus on meaningful work."

The mission was simple: allow physicians to spend 100% of their time on their patients. But Vituity quickly saw that the problem was complicated: physicians didn't know where to go for help, and because support teams had to fix issues manually, requests often took multiple days to fulfill. Solving this problem meant that busywork—like resetting passwords, answering policy questions, and troubleshooting software—must be automated to give instant support without involving the help desk.

Vituity had three primary goals in revamping the entire support process:

1. Providing a single place for physicians to go for help.
2. Keeping everyone on the same page, wherever they're located.
3. Delivering instant answers to their questions, regardless of how they ask.

Automating employee service with Otto

In April 2020, Vituity deployed the Moveworks bot, which its physicians know as Otto. Otto is an AI-powered chatbot that lives on Microsoft Teams, Vituity's messaging platform. The bot has completely transformed how physicians get help: rather than waiting days, they now get answers in seconds.

14K+ **Requests for help from Otto**

Crucially, Otto doesn't just understand what users need; it automates every step of the support process. Powered by the Moveworks Intelligence Engine™, Otto deeply understands physicians' requests, maps them to solutions across Vituity's entire digital infrastructure, and delivers just the relevant snippet. And because it's learned the company's unique org chart, every answer is personalized according to the user's role, location, and security permissions.

Otto

"Time is the biggest thing. We need to give physicians the support they need immediately, so they can do their critical work. That's what Moveworks does."

—Beth Vanderheiden, Associate Manager of IT Services Delivery at Vituity

Driving action with targeted communication

Vituity deployed Otto right when COVID began. Otto allowed its remote workforce to stay productive—letting employees self-service their issues, no matter where they're located.

"When COVID hit, we were able to completely move to remote in 3 days—without losing anything—because Otto kept operations absolutely humming."

—Amith Nair, CIO at Vituity

One of the primary challenges is communicating change from afar and keeping the entire organization on the same page. Vituity's previous approach was mass email, which notified everyone simultaneously, without clarification, next steps, or personalization.

"Most company comms today are sent in emails," said Nair. "Guess what: no one reads emails! That's why we're shifting most of our comms strategy to using Moveworks over chat. It's about making sure our messages go to the right people on the right platform, so they actually get read."

Now with Moveworks for Employee Communications, Vituity's leaders can send targeted, interactive messages that are the opposite of mass emails. The bot automatically sends messages to the relevant users on Teams, handles follow-up questions, and reports on engagement. Rebecca Burgess, Vituity's Director of Digital Adoption and Enablement, found that campaigns via Otto far outperformed those sent via email.

"Moveworks is a much more personable way of communicating than emails," she noted. "It's like a real-time conversation: the bot answers follow-up questions and points people in the right direction."

Burgess quickly saw the value of Moveworks' approach to engaging employees: leveraging machine learning to understand colloquial language and hold natural conversations. This approach lets users clarify any questions that they have about these messages, simply by asking Otto.

Otto resolves issues right out of the box

Vituity's support teams were delighted that Otto hit the ground running, rather than adding to their workload. That meant:
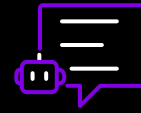
No Training
Otto comes fluent in enterprise speak, because it's trained on over 100 million IT issues.

No Scripting
Otto adapts to any conversation flow so users won't get stuck in loops.

No Maintenance
Otto gets smarter with every interaction from every user, due to proprietary machine learning techniques.

"The problem is, people ask questions in unique ways that can't be programmed. The result is, our chatbot breaks down. We realized quickly that we needed experts."

—Amith Nair, CIO at Vituity

Messages that inspire action

Moveworks for Employee Comms drives engagement for Vituity's comms—by letting leaders customize campaigns with images, emojis, and action buttons.

Campaigns
SUMMARY

Moveworks

🎖 Campaigns

OVERVIEW
323 Total Campaigns

ABOUT
Send direct messages via your Moveworks bot, targeting specific employees to drive action or to share policy & updates.
View best practices

21 Campaigns sent
Last 30 days

3,543 employees reached
Last 30 days

43% average engagement
Last 30 days

List of Campaigns

🔍 Search   **CREATE CAMPAIGN**

NAME	CREATED ON	STATUS	DELIVERED TO	ENGAGEMENT	ACTIONS
2021 April macOS security migration announcement	03/24/2021 Kyle Hirai	🕐 Scheduled 04/02/21 09:00 AM user timezone	0/345 -	0 -	•••
2021.03.10 Help desk unassigned incidents	03/10/2021 Sush Bhas	🔄 In progress Started 03/10/21 10:00 AM PST	166/180 93%	51/137 37%	•••
Windows 10 upgrade to 1809	03/09/2021 Kyle Hirai	✅ Completed Started 03/09/21 12:54PM PST	953/953 100%	118/953 12%	•••
FY21 H2 Lookback & FY22 H1 Kick Off - Feedback Survey	03/07/2021 Laura Leathman	✅ Completed Started 03/08/21 12:54PM PST	386/386 100%	191/386 51%	•••
2021 Quarterly Open enrollment reminder	03/06/2021 Shikar Singh	✏️ Saved draft Last saved 03/06/21 12:54PM PST	0/0 -	0/0 -	•••
2020.12.14 OKTA migration	03/05/2021 Lucie Shots	✅ Completed Started 03/06/21 11:15 AM PST	227/227 100%	202/227 89%	•••
Sharepoint Outage - Global	03/04/2021 Anand Saints	✅ Completed Started 03/05/21 11:15 AM PST	4119/4121 98%	1238/4119 30%	•••

❓ SUPPORT

⎋ Sign Out

"From a crisis management perspective, we need to make sure everyone gets the message and can follow up with questions. Now, with Moveworks, I feel confident about making change happen overnight."

—Amith Nair, CIO at Vituity
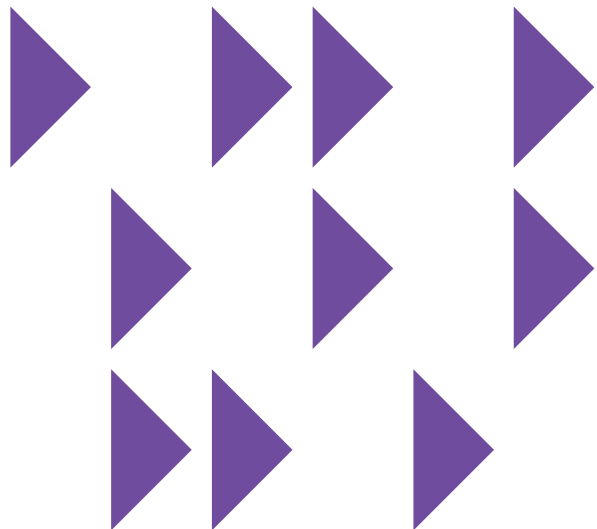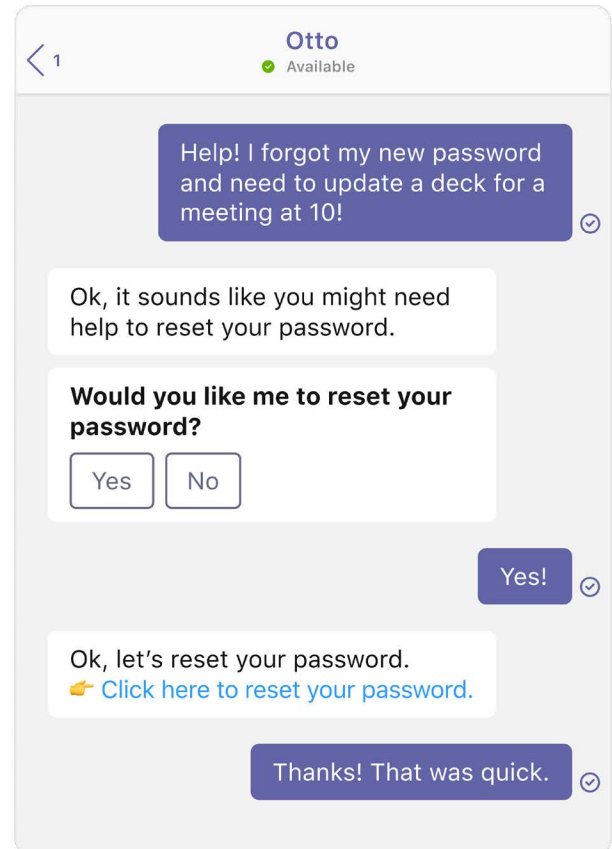
A new procedure for productivity

A significant barrier to supporting medical professionals is that they don't know where to go for help. The answer to their questions might live on the company website, FAQ, or IT portal. And each time they need help, they have to go somewhere else to find it. Meanwhile, support teams are flooded by these requests that steal bandwidth for long-term, preventative strategies.

What's unique about Otto is that it's a single place to go for help, whether users need to reset their passwords, access software, or get IT answers. The bot intercepts issues, wherever they arise, and automatically resolves them on Teams. Now, Vituity has expanded Otto beyond IT to other departments like HR, which reinforces the habit of using it as the go-to place for support.

Otto is constantly improving through machine learning—understanding company lingo, automatically syncing with backend systems, and adapting to user feedback. This self-improving capability is key for Burgess, as she expects that healthcare and IT will only become more interconnected.

> "Moveworks has reduced the average time to close issues by an entire business day. Over thousands of issues, that's freed up our teams for higher priorities."

—Rebecca Burgess, Director of Digital Adoption and Enablement at Vituity

Otto
Available

Help! I forgot my new password and need to update a deck for a meeting at 10!

Ok, it sounds like you might need help to reset your password.

Would you like me to reset your password?

Yes | No

Yes!

Ok, let's reset your password.
👉 Click here to reset your password.

Thanks! That was quick.

Otto is transforming support at Vituity

24/7

Provides support around-the-clock

200⁺

Accounts enabled per month, automatically

1 DAY

Reduction in average time to resolution

Bringing resources to life

A major benefit of using Otto as a centralized help hub is enabling physicians to better leverage all of Vituity's other tools. As part of its digital transformation efforts, the company adopted systems, like Okta, ServiceNow, and Confluence, that make its operations more efficient behind the scenes. Support teams spend a lot of time creating resources for physicians to fix their own issues, but they couldn't find these resources. Now, physicians just ask Otto.

"We have a lot of important information stored in ServiceNow," said Burgess. "But we've seen that our employees much prefer going to Otto because it delivers an easy, conversational experience."

Of course, connecting users to resources is just part of the story. Vituity is diligent about improving its resources. To identify gaps in its knowledge base, support teams meet every week to review the Moveworks Performance Insights Dashboards. With these insights, they can assess resource usage, ratings, and comments, and prioritize their knowledge creation efforts.
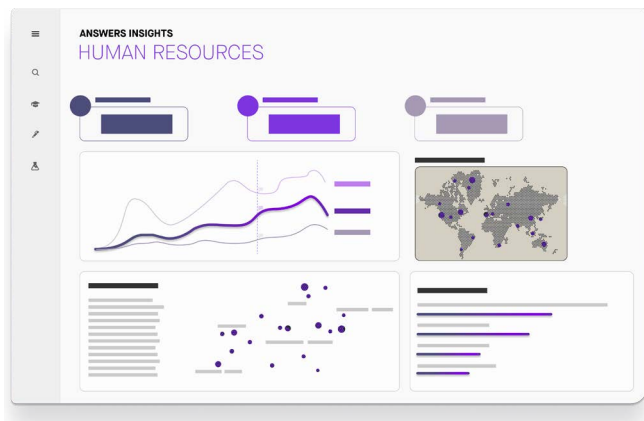
"Our number one goal with Moveworks was to make our physicians more productive," Nair reflected. "But at the same time, we've dramatically reduced our IT spend. We only spend about a third of what you'd expect for a company of our size and industry, and it's a credit to our automation tools like Moveworks."

Curing the support process

To empower its physicians to solely focus on their patients, Vituity revamped its support process with automation and AI. Otto is already providing instant help across multiple domains—from managing change to answering HR questions to fixing IT issues.

This ability to self-service means freeing up both physicians and support teams for high-value work. The ideal future for Amith is making Otto the single point of contact for any issue, employee, or partner.

"Automation and AI are at the core of our support strategy," said Amith. "Ultimately, where we're headed is that Otto can solve every issue for every employee."

ANSWERS INSIGHTS
HUMAN RESOURCES

"Clearly Moveworks has meant immediate ROI, but it's so much more than cost savings. The last year has proven that success comes down to allowing employees to focus on things that matter—in our case, caring for patients. That's how Moveworks sets us up to succeed."

—Amith Nair, CIO at Vituity

Request a demo

www.moveworks.com/request-demo

Moveworks