

Empowering Mental Health Services Through Flexible IT Help Desk Support

Helio Health, a leading provider of mental health services, relies on uninterrupted access to crisis lines and digital tools to fulfill its life-saving mission. Their IT infrastructure plays a critical role in ensuring uptime and accessibility for clients in need. When Helio sought a more responsive and mission-aligned IT partner, they turned to us for a solution that could scale with their growth and adapt to their evolving needs.

Background

Before finding Managed Solution, Helio Health experienced a shift in their previous service model that lowered the level of technical support they received while simultaneously increasing costs. This created a gap that hindered their ability to respond to technical challenges and risked the maintenance of their system's uptime. As a mental health services provider, any disruption in IT operations could directly impact access to crisis lines and care delivery.

Helio recognized the urgency of the situation and needed to act quickly to find a partner that could provide reliable, scalable support at a rate that aligned with their budgetary requirements. They also used this opportunity to find a team with deep Microsoft expertise to better support their infrastructure. While their previous vendor provided foundational support, gaps in responsiveness and technical expertise created opportunities for improvement that were critical to advancing their mission.

Helio needed a provider that could not only support the stabilization of their environment, but also grow with them, offering proactive guidance and hands-on support to ensure their systems could meet the demands of their expanding organization.



Industry: Mental Healthcare

Headquarters: Syracuse, NY

Employees: 1000

Helio Health is a dedicated mental health organization that offers a variety of recovery programs & treatment services for substance abuse and mental health disorders. They operate 23 facilities within the state of New York and employ upwards of 1,000 workers.

94.6%

tickets closed on first contact

100%

customer satisfaction rate



Windows 11 upgrades for all compatible devices



active directory replication errors resolved

The Client Needs

- Transition from less-aligned IT service model
- Improvement in IT continuity for uninterrupted care delivery
- Sought scalable, cost-aligned solution
- Required advanced Microsoft expertise
- Environment stabilization, growth & optimization depth
- Prioritized proactive, strategic guidance

Getting Started

We worked closely with Helio Health to co-develop a support model that aligned with their operational IT goals and organizational structure. From the outset, the collaboration was built on mutual trust and transparency. Rather than approaching the engagement as a traditional vendor-client relationship, we positioned ourselves as a strategic partner, engaging with their infrastructure, applications, and Microsoft 365 teams to understand their priorities and pain points. Our team assumed responsibility for Level 1 support and escalations beyond Level 2, with occasional assistance at Level 3.

This structure allowed Helio's internal IT staff to shift their focus from reactive troubleshooting to strategic initiatives that drive long-term value. As confidence in our team grew, Helio began expanding the scope of support tickets they entrusted to us, including support for clinical staff and mission-critical systems.

During onboarding, we uncovered that the domain environment was experiencing stability challenges within their Active Directory. The primary domain controller was not replicating to others, and eventually failed, leaving the system vulnerable and fragmented. Over the course of a month, our team worked diligently to stabilize the environment, restore replication, and transition to a healthy domain controller setup. This technical turnaround was a major milestone and earned Helio's trust early in the partnership.

"Our partnership with Managed Solution has been a game-changer for Helio Health. The exceptional support and dedication from their team have significantly enhanced our operations, and we look forward to continued success together."

Corey Zeigler, CIO
Helio Health





Streamlined Windows 11 Upgrades for a Modernized IT Infrastructure

Managed Solution also conducted a full assessment of their workstation fleet, identifying Windows 10 devices compatible with Windows 11 and initiating a structured upgrade process. This modernization effort not only improved performance and IT security but also aligned with Helio's long-term IT infrastructure roadmap.

Deepening Trust Through Strategic IT Collaboration

Throughout the engagement, our collaboration with Helio's internal teams has remained consistent. We regularly engage in planning discussions, share insights, and offer guidance on upcoming initiatives. The relationship continues to evolve as Helio expands the types of outsourced IT support they rely on us for, reflecting a deep level of trust in our team's expertise and responsiveness.

Measurable Impact

Our collaborative approach and technical expertise have translated into strong operational metrics. Since the start of the engagement, we have resolved 2,919 tickets with a best-in-industry time to resolution for IT in healthcare, ensuring rapid response to issues that could otherwise disrupt critical care services.



100%
CSAT score



2,919
tickets closed



94.6%
tickets closed
on first contact



75.5%
first contact
resolution

The Numbers

- **First Contact Resolution (FCR) stands at 75.52%**, reducing repeat issues and improving efficiency.
- **94.62% of tickets were closed on first contact**, demonstrating the effectiveness of our Level 1 support model.
- **Only 0.86% of tickets were reopened**, reflecting high-quality resolutions and minimal recurrence.
- **Our average time to first entry is 1 hour**, and **response times average under 6 minutes**, ensuring Helio's staff receives timely assistance.
- **Helio Health Has Reported a 100% Customer Satisfaction rating** since working with Managed Solution.

Conclusion

Our success with Helio Health underscores the importance of flexible, mission-driven IT support in the healthcare sector. By aligning our IT services with their goals and adapting to their growth, we have helped Helio maintain critical uptime and continue delivering essential mental health services without disruption.

The results speak for themselves. Since the start of the engagement, our team has **resolved 2,919 tickets** with an average time to resolution that exceeds healthcare industry standards by several hours, ensuring rapid response to issues that could otherwise impact access to care. With **94.62% of tickets closed on first contact**, a **First Contact Resolution rate of 75.52%**, and a **Customer Satisfaction Rating of 100%**, Helio Health can trust that their IT environment is stable, responsive, and ready to support their life-saving mission.

This partnership demonstrates how a tailored support model, combined with deep technical expertise and a strong commitment to collaboration, can transform IT into a strategic enabler for healthcare organizations.

Top Microsoft Partner Designations



Why entrust your project to Managed Solution?

With a proven track record of thousands of successful cloud migrations and a steadfast commitment to customer satisfaction, you're in the capable hands of our skilled architects. We guide your Microsoft Cloud Migration journey with precision and expertise.



Contact us

ABOUT

We're technology enthusiasts with a people-first approach. For over two decades, we've witnessed the profound impact that the right technology and support can have on businesses and individuals. Success, to us, is seeing our clients, partners, and team conquer challenges to achieve their greatest goals and build lasting connections. This relentless pursuit of inspiration drives us forward, pushing us to deliver innovative solutions that empower growth and lasting success. www.managedsolution.com   