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– Derek Gilbert, CIO,  
LogistiCare

#### **Company Background:**

LogistiCare provides management services for non-emergency medical transportation (NEMT), which is provided to recipients in most state-managed health care programs. The company acts as a broker between the state government organization managing the program and the local companies, which own the vehicles used to transport individuals to medical services. LogistiCare is a technology-driven company that distinguishes itself by using its internally developed application, called LogistiCAD, to coordinate high-quality transportation services, efficient resource management, financial services and complete quality assurance reporting and auditing. With operations in 10 states, LogistiCare is the leading provider of these services to government agencies and private programs.

#### **IT Challenge:**

LogistiCare needed a complete employee service system that would allow integration of systems management, inventory, technical data collection, ticket initiation, knowledge base, escalation and other services delivered by enterprise-class help desk systems. This needed to be a complete solution that would scale effectively, support multiple platforms and not “break the bank” in terms of initial cost and ongoing maintenance.

#### **NetSupport Solution:**

LogistiCare previously used a competitive product to allow technology users to report problems and the IT staff to track problem resolution. This method proved costly to maintain and lacked the integration of a knowledge base, dynamic data collection from user systems, and capabilities like remote control, etc.

The company was already a user of NetSupport’s DNA (TCO) product and sought to integrate the capabilities of DNA with the functionality required of an internal and external help desk management system.

After reviewing a few competitive products, LogistiCare selected NetSupport DNA and DNA Helpdesk due to its previous investment, experience and cost effective pricing.

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