"In healthcare, we have to be smart about spending money, and the smart money is on Moveworks."

— **Andre Green,** IT Director, Luminis Health

How Luminis Health supports frontline workers *and* saves time while doing it

Luminis Health. → **Case Study**

Full-time help agents' workload performed by Moveworks | **12**

Luminis Health is focused on supporting its community

In 2019, Anne Arundel Health System joined forces with Doctors Community Medical Center to become Luminis Health, a not-for-profit health system that serves communities across central Maryland, from DC to Delaware.

With a mission to enhance the health of the communities it serves, Luminis Health faced a challenge typical of healthcare: a tight budget. Andre Green, IT Director at Luminis Health, was familiar with this challenge, having led support teams at other leading healthcare facilities, including Johns Hopkins.

Currently responsible for providing IT support to over 9,000 staff members across two hospitals and 80 outpatient clinics, Green understood that — to make the most of the resources he had — he needed to invest in tools that could deliver high-quality service and speed up IT.

"When you're a frontline worker, every moment counts," said Green. "If the computer doesn't work, it's the end of the world. Time spent on administrative tasks can mean life or death for your patient. That's why I'm always searching for ways to efficiently speed up support."

The speed it takes to provide the best care

As healthcare providers increasingly rely on technology to treat patients and empower physicians, operational efficiency is now essential.

Green knew that giving frontline workers the tools to do their jobs was critical — and that's why he looked to find a better, easier way for all Luminis Health's employees to get help without overextending already limited resources.

"In healthcare, every tech decision is a business impact decision," said Green. "When our frontline workers can spend more time with patients and less time waiting for help, it means less frustration for them and ultimately more IT resources for me."

Challenges

- Scaling support to over 9k clinical and administrative staff in a resource-constrained environment

- Increasingly high call volume and wait times, blocking productivity

Results

- AI resolves over 3K issues every month in seconds.

- Employees transitioned to self-service support, resulting in a 25% reduction in call volume just weeks after launching Moveworks.

Key Integrations

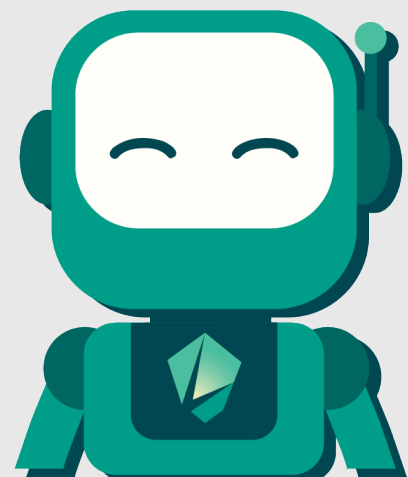**Microsoft Teams**
Chat

Jira
ITSM

Active Directory
DL

Azure
SSO

Bot
Lumi

Given this need to do more with less, Green realized it was time to get creative. He started to explore the various AI solutions on the market, understanding that — if done right — automation could help him and his team find a balance between efficient and high-quality support. With a new strategy in mind, Green determined that a successful AI solution must:

01   Unite Luminis Health's fragmented support system

02   Increase self-service support among clinicians

03   Prevent issues proactively

04   Create a cycle of continuous service improvement

"Investing in AI is not about replacing FTEs. It's an opportunity to up-level your team. You don't use your people, your most valuable resource, to reset passwords. AI can take care of that."

— **Andre Green,** IT Director, Luminis Health

Lumi brings Luminis Health together

In June 2022, Luminis Health deployed its Moveworks bot, known internally as Lumi. Lumi is an AI-powered chatbot on Microsoft Teams, Luminis Health's messaging platform. The bot has completely transformed how physicians get help: rather than waiting days, they now get answers in seconds.

Crucially, Moveworks understands that one size does not fit all when it comes to support. That's why Lumi's AI doesn't just understand what users need; it automates every step of the support process, personalizing solutions to who is asking.

Powered by the Moveworks Intelligence Engine™, Lumi breaks down physicians' requests, maps them to solutions across Luminis Health's entire digital infrastructure, and delivers relevant snippets of information. 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.

"Hospitals aren't like Silicon Valley tech companies," said Green. "They can be incredibly fragmented from a tech perspective. Pharmacy, Radiology, Emergency — each department is on a different system. Moveworks brings support together into one central hub."

Moveworks by the Numbers

3K

Issues resolved per month, automatically

2K

Hours of routine IT work saved per month

Reimagining support at Luminis Health

Green's vision was for Lumi to speed up the support experience so that the IT team could focus on challenging transformation efforts.

Now, every IT issue is resolved or triaged to an expert in seconds, not days, by a chatbot — Lumi — that lives where employees already work. Instant password resets. Immediate software access. Precise answers harvested from Luminis' knowledge base at blazing speed.

Instead of making his team perform a host of trivial tasks, Lumi's conversational AI takes them on better and faster, including provisioning software, resetting passwords, unlocking accounts, managing permissions, answering common questions, and surfacing forms.

"Autonomous password resets are huge," said Green. "So many people would call in and ask us to reset their passwords. Moveworks can do resets in seconds, and my IT team doesn't get disrupted."

Lumi can do all of this and more because it brings together backend systems, pulling precise solutions from across the entire, fragmented tech stack — without forcing anyone to log in to their Jira portal or call a support number.
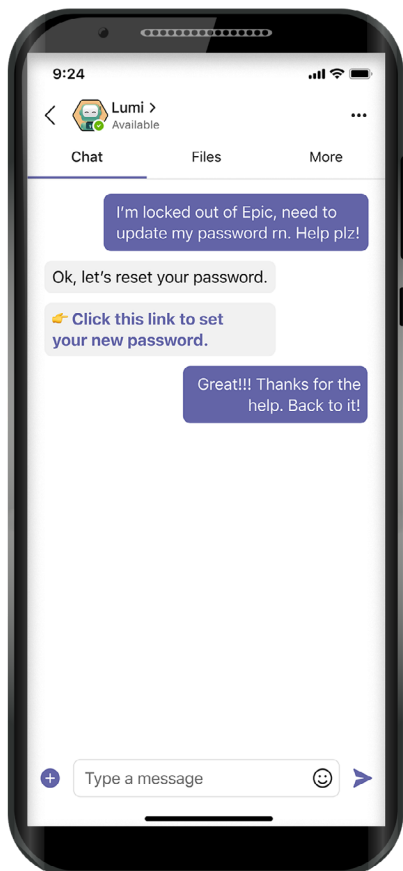
25% reduction in call volume in just two weeks

Perhaps Lumi's greatest business impact is how it has sped up support across multiple support channels.

With Moveworks, IT issues are resolved instantly, remotely, and often without agent intervention — all directly from a chat conversation. So there's no need to pick up the phone.

As a result, call volume dropped dramatically in the first weeks of the bot going live at Luminis Health. Green has even been able to outsource night and weekend calls entirely to Lumi.

Call volume isn't the only KPI that's dropped; for those who do require phone support, wait times are significantly shorter. Agents pick up calls in under 20 seconds because they're available to help since Lumi is already taking care of the routine problems. Employees are getting the support they need, the moment they need it!

"Medical staff don't want to wait on the phone," said Green. "Folks are impatient, and they need to take care of patients. They don't have time to wait. Moveworks makes all the difference."

The bot isn't just helping employees. For the help desk, it's freed up agents to concentrate on high-impact initiatives and shores up IT staff during the week, so if there's an emergency, they can jump on it.

"People are going to the bot to get help," said Green. "Right now, around 20 percent of users ask the bot for help first. I want to get to 50-60 percent. The people who self-service their support, the more time my team has to tackle bigger challenges."

"Hospitals operate on a narrow margin. In IT, we're working with a three-year-old budget that doesn't account for inflation, costs, and labor changes. Moveworks decreasing call volume by 25% directly reduces our IT service costs and gives my team more time to focus on big, transformational projects, like updating critical IT infrastructure."

— **Andre Green,** IT Director, Luminis Health

Just-in-time reminders, sent automatically

The best way to keep your IT team from being overwhelmed by a surge in support demand is to anticipate issues and reach out with assistance before users need it.

In the old days, this required a great deal of manual coordination and communication between teams, as there was no easy way to systematically communicate critical updates across an entire company. But now at Luminis, Lumi can send targeted communications over Microsoft Teams that offer actionable next steps.

Even more important, Lumi is able to send automated reminders about contractor expiration dates, allowing managers to extend or terminate a contractor with the click of a button.

"Managing contractor expiry used to be a logistical nightmare," said Green. "But now Moveworks can send proactive reminders directly on Teams. It's a very fast and easy way to manage a common interaction."

"Healthcare is one of the most complicated industries to serve. Everything is an emergency, and IT is the first line of defense. Moveworks made an immediate impact, dealing with issues in seconds, so my team has the time it needs to improve service delivery."

— Andre Green, IT Director, Luminis Health

---
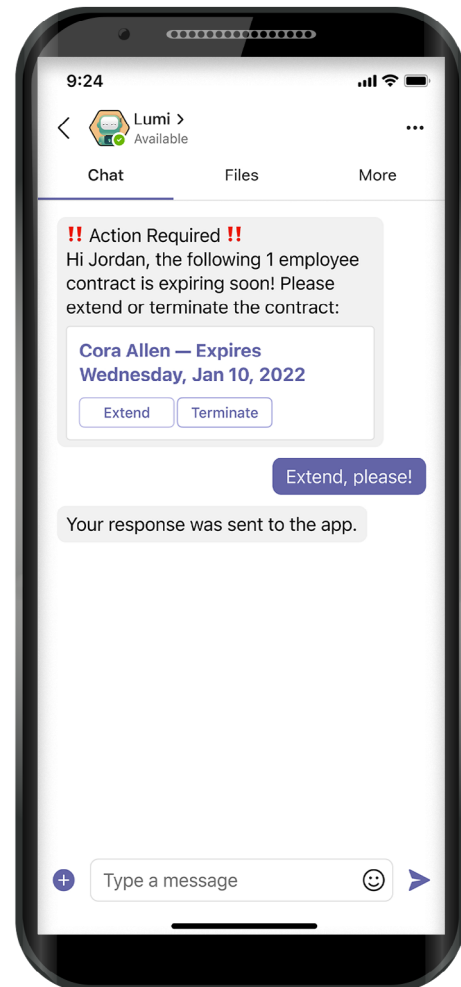
15 SECS

Call wait time, a decrease from 2+ minutes

25%

Reduction in call volume

Insights spark constant improvement

IT departments often have to maintain dozens of knowledge bases — and it's no different at Luminis Health. As a result of a merger between two hospitals, IT is fragmented amongst several complex backend systems.

Moveworks' ability to automatically finding resources like forms and knowledge articles is just half the story. Moveworks also offers a clear view into knowledge base gaps with Bot Performance Insights. Such insights let the team prioritize the articles to create and revise, which, in turn, enables employees to self-service support.

"Moveworks keeps us from making unnecessary work for ourselves," said Green. "We can see exactly what people are asking about, if knowledge is served, and if it helps."

Performance Insights Dashboards — Top issues identified

| Duo Security |
| Email |
| Epic |
| Microsoft Teams |
| Printer |
| Scanner |

Luminis Health delivers high-quality, cost-effective support with Moveworks

As IT Director, Andre Green's job boils down to making sure Luminis Health gets a good return on its investments — the biggest of which are its people. Put that way, he doesn't think it at all strange that IT is also tasked with managing employee experience. For him, the challenge is doing it in the most cost-effective way possible.

By powering Microsoft Teams with Moveworks, Luminis Health is well on its way. Green has seen firsthand how using conversational AI to tackle L1 support requests not only makes his help desk leaner and meaner but helps get his people back to the work that really matters. Now, even as the company adds new people, systems, and tools, it can provide a single interface for support — one that eliminates friction at every step of the process.

"There has been a tremendous digital transition in healthcare. Everything was paper records. And now, the paper days are gone. This evolution created new challenges for IT, but with Moveworks, Luminis Health has met them head-on and found new opportunities to innovate and automate. I'm very proud of what we've done, working together side-by-side."

— **Andre Green,** IT Director, Luminis Health

Request a demo

moveworks.com/request-demo

Moveworks