

Letco Medical tracks and manages their help desk tickets

customer overview

Pharmaceutical compounding is the science of preparing personalized medications that use multiple ingredients with a specific dosage and strength for each individual patient.

Letco Medical focuses on the U.S. compounding market by providing a comprehensive portfolio of safe and consistent top-quality chemicals, compounding supplies, and equipment to pharmacies at highly competitive prices.

challenges

The IT department for Letco Medical consists of two employees that support 200 users, multiple internal systems, as well as their external compounding order web site.

Michael Nichols, Letco Medical's Senior Computer Applications Analyst describes their situation. "We had an outdated internal CRM system that also had a small support ticketing system, that wasn't very flexible to fit growing needs." With an influx of support tickets, Letco Medical needed a system with automatic ticket creation, and the ability to communicate updates as work completed on an issue.

The team at Letco Medical felt that the user interface of their existing system was not friendly, and when updates needed to be made, the development turnaround time was slow.

solutions

After reviewing 3-5 other solutions, Letco Medical ultimately chose Issuetrak based on the cost, features such as asset management, and the ease of use. According to Nichols, "After reviewing the demo site, we found the interface easy and very customizable to fit our needs."

"From training to setup to go live, everything was handled smoothly and professionally. Users and Managers love the software and the reporting. Very customizable and very well priced in the ticketing software."

- Michael Nichols
Senior Computer
Applications Analyst



Praising the sales process, Nichols continued, "There was very little sales pressure from the [Issuetrak] team. They made sure our questions were answered, but also gave us time to look around."

The team at Letco Medical were able to get Issuetrak up and running quickly. Going through the in-depth JumpStart program with Issuetrak's Professional Services team allowed Nichols to customize and tailor their Issuetrak site. Nichols also praised Issuetrak's Technical Support. "I've had wonderful communication with the Issuetrak support team when problems did arise."

benefits

With Issuetrak, the Nichols and the team at Letco Medical has increased communication with their customers. Nichols said, "We had very little communication with our customers. Now our customers can submit an issue and they get visibility on our processes as we resolve the issues they submit". Before Issuetrak, all interaction with IT took place over the phone.

According to Nichols, "cost and flexibility" are the two main benefits they get from Issuetrak. Streamlining the process has saved hours for the IT team, and now nothing falls through the cracks. They can follow issue resolution from start to finish.

about Issuetrak

Issuetrak helps keep important business issues and tasks from falling through the cracks! We provide our customers with reliable and intuitive software for tracking, assigning, and reporting on internal and external issues and requests. Issuetrak includes a powerful process management component for streamlining workflows, and ensuring approvals are obtained and procedures followed. Founded in 1992 and based in Norfolk, VA, Issuetrak is a leader in developing issue tracking, complaint management, workflow, and help desk solutions. Our customer span nearly all industries, and many use Issuetrak across their entire organization.

