



## CASE STUDY

# AI-Powered IT Support | Delivering 24/7 Healthcare Operations Through Autonomous Ticket Resolution

Over the Labor Day weekend, Integritek leveraged its AI support agent, Thread, to fully resolve a healthcare client's IT issue in real time. By combining AI innovation with hands-on expertise, Integritek ensured uninterrupted operations, faster resolutions, and zero after-hours technician intervention.

**CLIENT:** Healthcare organization

## The Challenge

Our client is a healthcare organization committed to providing high-quality patient care while maintaining smooth operational efficiency across its facilities. In a sector where downtime can impact patient safety and administrative workflows, reliable IT systems are essential to support clinical operations, electronic health records (EHR), and internal communications.

## The Integritek Solution

Over the Labor Day weekend, when a support ticket came in, we turned to Thread, our AI support agent, to act immediately. Instead of waiting for business hours or dispatching on-call technicians, Thread:

- Responded instantly with step-by-step instructions the client could follow
- Fully resolved the issue the same day without any human intervention
- Delivered a seamless experience that felt as fast and reliable as working with a technician in real time

By leveraging Thread, we ensured the client received immediate support, operations stayed uninterrupted, and our team could focus on more complex work, demonstrating how Integritek blends AI innovation with hands-on service.

## THE RESULT

Thanks to Thread AI, Integritek was able to provide the client with:

- **Instant resolution over the holiday:** The ticket was handled immediately on Saturday, avoiding delays that typically come with office closures.
- **Same-day problem solving:** The issue was fully resolved without waiting for technicians or the workweek to begin.
- **Guided, self-service support:** Clear, step-by-step instructions allowed the client to resolve the problem confidently without escalation.
- **Zero disruption:** No on-call intervention was needed, making the experience seamless for both the client and our team.
- **Reliable 24/7 coverage:** The client gained uninterrupted support, demonstrating the value of Integritek's AI-driven solutions in keeping operations running smoothly.



## Straight from the Client

*"Integritek's Thread AI was a game-changer over the holiday weekend. The issue was resolved immediately, without waiting for a technician, keeping our systems running smoothly and ensuring our staff could focus on patient care."*

— Healthcare Organization

