

CENTRAL OUTREACH WELLNESS CENTER

Six Clinics. One Place for IT Support.

Central Outreach Wellness Center (COWC) uses Mojo Helpdesk to connect support requests, employee information, and IT assets across six clinics. Its Health Information Technology team has one place to assign work, track devices, and support staff from their first day to their last.

6

Clinic locations supported

1

Central portal for support requests

15 min

Emergency response target

“From the start, we wanted one system that could grow with us and get rid of the separate spreadsheets. Mojo has helped immensely.”

Branden Dudek | Lead EHR Support Analyst

Growing beyond separate spreadsheets

All six clinics use Epic EHR. When a clinician cannot log in, patient appointments can be disrupted, so the IT team needs to see urgent requests and know who is handling them.

As Central Outreach grew, requests came through multiple channels while employee details and device inventories lived in separate spreadsheets. The team wanted a system that could bring those records together and make responsibility clear. With leadership support, they evaluated several tools and chose Mojo Helpdesk for ticketing and asset management.

01 / THE STAFF EXPERIENCE

Built around the people who need help

A familiar shortcut to a better workflow

Staff already opened their intake form from a desktop shortcut. The IT team pointed that same shortcut to Mojo Helpdesk, keeping the entry point familiar. Employees sign in with their existing Google Workspace accounts and use the portal to submit requests and follow their progress.

The right queue, from the first click

The team organizes employees into job-role groups and uses group access rights to control which forms and queues each group can see. Each form has a default queue, so staff do not have to work out where to send their request.

Clinicians have a dedicated Emergency Queue with a 15-minute response target. The team also adds emojis to queue names, including Emergency, IT Helpdesk, HR, Fleet, Marketing, and Epic Questions, to make the choices easier to scan.

“Especially as a company that uses Epic EHR, there are a lot of options on each screen, so we wanted to draw attention to the text and summarize it with a simple emoji.”

Branden Dudek | Lead EHR Support Analyst

One record to look up, instead of several spreadsheets

When HR submits an onboarding ticket, the team creates the new hire’s email account and adds them as a Mojo Helpdesk contact. Custom fields hold job role, phone details, and identifiers for systems such as Epic, Windows AD, and VPN, along with professional licensing information.

Those details are searchable in one place. Employees can also use the portal to look up their own usernames for other systems, making the contact record useful beyond the initial onboarding request.

02 / A CONNECTED SUPPORT OPERATION

Connect every device to a person and a task

The team imports hardware into Mojo Helpdesk using supplier purchase and warranty files, then links each device to the person using it. Equipment records stay connected to the tickets that drive onboarding and offboarding.

When another team needs to handle a step, such as setting up a laptop, a sub-ticket gives that team ownership while keeping its work connected to the original request. When an employee leaves, the record makes it clear who is responsible for collecting their equipment.

Central Outreach also helped shape two product improvements: searching by employee name when linking assets and attaching multiple assets to one ticket. Both shipped in response to the team's feedback.

Less manual sorting, more consistent follow-through

Mojo Bots assign agents and tag tickets using keywords such as "phone" or "Epic." A knowledge base answers common questions, with additional content available only to agents. The Ticket Scheduler creates recurring tasks so the team can track routine work alongside incoming requests.

Clear ownership. A connected record of the work.

The improvement the team highlights first is accountability. Each request has an owner, and even requests received by phone become tickets for auditability and quality reporting. The team reports:

- Clear responsibility for each request and each onboarding or offboarding step.
- One searchable place for employee information, devices, and support history.
- Better reporting and notifications, with convenient access from a mobile browser.
- Easier ticket assignment and navigation across the support operation.

"Mojo has been so easy to use. It lets us run ticketing, users, and assets as one operation, all in one place."

Branden Dudek | Lead EHR Support Analyst

Bring tickets, people, and assets together.

Book a demo: <https://www.mojohelpdesk.com/calendar-demo>