



## Help Desk Services

Our Help Desk Services include direct Help Desk / Technical Assistance delivery, Quality and Governance, and Architecture services. Our goal when delivering help desk services is to be a true facilitator of the work needing to be done. We use software solutions for tracking, monitoring, and controlling the work while also effectively managing the data and ensuring a secure environment.

## What do we deliver?



### Help Desk / Technical Assistance

Working with CMS, critical stakeholders and end users to identify and resolve the issues. We proactively look to solve issues and work to enhance the productivity of all.



### Quality and Governance

Applying customer service best practices in alignment with knowledge of business rules, performance monitoring and continual improvement activities, and lean processes to produce a quality user experience



### Architecture

Choosing the right tools to provide a seamless experience for all types of interactions with the help desk (e.g., customer, manager, CSR, etc.), enable efficient processes, and build for the future.



See a need, fill a need.  
SoftDev believes in service.

# Our Recent Help Desk Related Projects



2016

S CMS / Portfolio Management, Program Management, Project Management (PM3)

2017

S CMS / DME Common Electronic Data Interchange

2018

P CMS/ CROWN Data Discrepancy Support (CDDS) 3

2019

P AHRQ / MEPS- HC HPB Abstraction

2020

S CMS / ESRD Help Desk

2021

S CMS / EQRS Patient Registry Portal and Analytics



""We are proud of our exceptional CPARs, six FedHealthIT Innovation awards, and successful delivery on a robust portfolio over our 22 year history as a federal contractor."

**Robin Kaiser**  
President/CEO

With our customer-first, agile paradigm, we are set to solve a number of challenges that impact the health domain's ability to drive priorities in bettering outcomes, access, and equity. Our Help Desk Data Services include Tier 2/3 services, Technical Assistance, and solutions that enhance the integrity of CMS' data sets. Our goal is to make sure that we tackle CMS' end users' data needs from all sides while ensuring a secure yet intuitive environment. SoftDev's dedication to ensure the integrity of the data we serve is because we know each data point represents a human life impacted. In less than one year, that dedication has led SoftDev to clean up over a million clinical records for the ESRD program. That is something we are incredibly proud of.

