99.8% IT Customer Satisfaction: How Hidalgo Medical Services Runs IT and Facilities Support on HappyFox

Industry - Healthcare



HMS
HIDALGO MEDICAL SERVICES

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About Hidalgo Medical Services

Hidalgo Medical Services (HMS) is a nonprofit, Federally Qualified Health Center serving communities throughout Hidalgo and Grant Counties in southwestern New Mexico. HMS provides comprehensive medical, dental, behavioral health, vision and community-based services, with a strong commitment to improving access to high-quality, patient-centered care in rural communities.

Challenge

HMS used Lansweeper for more than 10 years before looking for a new platform.

Reporting and Tracking: HMS needed stronger reporting abilities and tracking mechanisms.

Modern, Supported Technology: The team wanted modern technology on a supported platform.

Integration: Integration with other systems was another key need.

Implementation

HMS found HappyFox through research. CFO and CIO Gretchen Cannon was impressed with the functionality, and HappyFox's willingness to work with HMS during integration made the experience very positive.

Functionality at the Right Price: Product functionality and price point, both aligned, persuaded HMS to choose HappyFox.

Custom Asset Integration: During implementation, HappyFox wrote a custom API piece to link HappyFox with HMS's asset management system, Lansweeper.

Easy Rollout: Training was easy, and HMS's implementation specialist made the experience seamless.

Why HappyFox?

- Functionality and Value
- Task Templates
- Smart Rules & Canned Actions
- Reporting
- Custom Integrations
- Customer Support

Results

High IT Satisfaction: HMS's IT customer service satisfaction rating was 99.8% for FY25 and 99.7% for FY26.
Expanded to Facilities: After launching as an IT ticketing platform linked to equipment assets, HMS expanded HappyFox to its facilities and maintenance service lines, with IT and Facilities as agents and all staff as end users reaching support by email, phone, the Support Center and Microsoft Teams.
Standardized Onboarding and Offboarding: Task templates standardize employee onboarding and offboarding workflows, improve efficiency and ensure no critical tasks are overlooked.
Organized Daily Work: Smart Rules, templates and Canned Actions reduce repetitive steps, search locates tickets quickly by keyword or email address, and queues give an at-a-glance view of pending work.

Our Experience

HMS's story shows what HappyFox does best: pairing robust functionality with a price point that fits, backed by a team willing to go the extra mile. When HMS needed its help desk linked to its asset management system, HappyFox wrote a custom API piece during implementation, so IT tickets connect to the equipment the team supports.

The platform has grown with HMS, expanding from IT to facilities and maintenance, with all staff able to submit requests. Task templates turn onboarding and offboarding into consistent, repeatable workflows, Smart Rules and Canned Actions take repetitive steps off the team's plate, and HMS's IT team posted a customer satisfaction rating of 99.7% for FY26.

> **"Training was easy, and during implementation they wrote a custom API piece to link in our asset management system. Our implementation specialist was great, and made the experience seamless."**

Gretchen Cannon

Chief Financial Officer and Chief Information Officer, Hidalgo Medical Services