

CNS Data Cuts IT Service Requests by 30% for Children's Specialized ABA

Phase 1 of the Hackensack MSP's self-service platform lets healthcare staff handle routine IT tasks without a ticket — with HIPAA-conscious governance.

HACKENSACK, NJ, UNITED STATES, August 24, 2026 /EINPresswire.com/ -- CNS Data Inc., a Hackensack-based [managed IT services](#) provider serving businesses across New Jersey and the New York metro area, today announced the results of a custom IT self-service automation platform built for Children's Specialized ABA, a growing ABA therapy provider. Since launching Phase 1 of the platform, the organization has seen roughly 30% fewer IT service requests and faster response times on the issues that remain.

Like most growing healthcare organizations, Children's Specialized ABA relied on its IT team for every routine request — new-hire account setup, password resets, mailbox access, equipment shipping. Each task meant a ticket, a wait, and IT staff pulled away from higher-value work. Onboarding was the clearest pain point: setting up a single new hire touched multiple systems and applications, each requiring its own manual steps. Offboarding carried the added risk that departing employees' access and equipment were not handled consistently.

Rather than adding IT headcount, CNS Data designed and built the first phase of a self-service automation platform that lets authorized staff complete common IT tasks on their own. Phase 1 automates seven workflows, including:

- Employee onboarding and offboarding across multiple systems and applications — a new hire is fully provisioned in a single automated workflow
- Shared mailbox and distribution group management without opening a ticket
- Password reset workflows — the most common help-desk request, moved to safe self-service
- Self-service international travel requests
- Automated report generation for operational and compliance needs
- Automatic shipping label creation for hardware deployments, laptop returns, and equipment recovery from departing employees

Every workflow is permission-controlled: non-IT teams can perform only the specific tasks they are approved for, so speed never comes at the cost of security or [HIPAA compliance](#).

Beyond the 30% reduction in service requests, the platform has produced smoother onboarding

and offboarding for HR, more consistent operations across departments, and better cross-team collaboration — IT, Security, and Facilities each handle their own approved tasks independently, with appropriate governance intact. Phase 1 is live and delivering results today, with additional automations planned and in development. The platform was built to scale to more departments, more workflows, and additional organizations.

The full case study is available at <https://cnsdata.net/case-studies/aba-therapy-it-automation>

About CNS Data Inc.

CNS Data Inc. is a managed IT services provider headquartered in Hackensack, New Jersey, serving businesses across New Jersey and the New York metro area. The company delivers managed IT, cybersecurity, cloud services, and compliance support, with specialized expertise in healthcare organizations, including [IT support for ABA clinics](#) and home care agencies. Learn more at <https://cnsdata.net>

Ari Spilman

CNS Data

+1 929-416-3825

[email us here](#)

Visit us on social media:

[LinkedIn](#)

[Instagram](#)

[Facebook](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/936696319>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2026 Newsmatics Inc. All Right Reserved.