



HealthCare Solutions®

Lower Total Cost of Ownership

Freeing your IT staff for strategic initiatives

The Business Issue

Healthcare institutions increasingly recognize the need to focus their internal IT groups on emerging technologies that support their clinical and financial objectives. Often, these are mission-critical applications—new clinical information systems, for example—whose implementation demands not only technical expertise, but specialized knowledge of the institution’s culture and processes. But mobilizing the additional in-house personnel needed to handle both a major systems implementation and day-to-day maintenance of the existing application portfolio can be a challenge.

The traditional options for staffing the implementation team—expanding internal staff or hiring outside certified consultants experienced in the selected application to perform the implementation—have significant disadvantages while driving up the total cost of ownership. The institution’s HR and recruiting departments often have difficulty in finding local resources with the specialized skills required for temporary needs. The expanded staff places greater demands on administration and management processes and may have a negative impact on employment policies and staff morale.

On the other hand, outside consultants have limited knowledge of the organization’s environment or business practices,

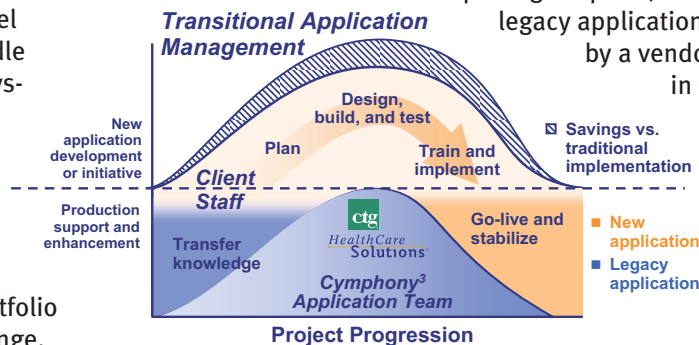
resulting in a finished product that is generic. As a result, the new system often requires extensive (and unbudgeted) post-implementation customization before the expected benefits can be achieved.

The CTGHS Answer

A better alternative may be for the healthcare institution to have its own experienced in-house staff carry out the implementation with targeted training and help from selected package experts, while support for legacy applications is provided by a vendor specializing in transitional application management.

With over 20 years experience in helping healthcare institutions and related organizations maximize their information systems’ potential, CTG HealthCare Solutions (CTGHS) is uniquely qualified to provide the support services you need. Our experts enable you to quickly free your own staff to focus on your new, mission-critical implementation while we provide application management services to maintain your legacy applications. Your staff will understand the decisions behind the building of your new system, ensuring that they’ll be better equipped to manage it after implementation.

Our experienced specialists manage all or some of your legacy applications over a time period that accommodates your staffing needs while meeting or exceeding pre-defined service levels.



Benefits

CTG Cymphony³ Solutions, powered by our Exemplar[®] methodologies, offer a unique approach to transitional application management with a wide range of benefits, including:

- Optimal use of internal staff:
 - *Internal resources are freed to focus on mission-critical development initiatives.*
 - *New technologies and development activities improve staff morale and retention.*
 - *Matching the right people with the right assignments improves overall IT efficiency.*
- Utilization of best practices methodologies:
 - *Exemplar for Application Management™, our proprietary methodology, defines processes, agreed-upon management metrics, and reporting mechanisms to control quality and costs.*
 - *Formal knowledge transfer processes ensure that CTGHS quickly acquires in-depth, site-specific application knowledge while your staff benefits from CTGHS experience and know-how.*
- Focus on maximizing cost-effectiveness:
 - *Multitiered and flexible service level agreements promote cost-effectiveness, saving up to 42% on implementation costs.*
 - *Use of CTGHS resources facilitates greater responsiveness to changing business needs.*



The inclusion of your staff at the beginning of the new system implementation reduces both the time needed for its completion and the associated risk. Because your employees bring their knowledge of your business processes to the project early in the design phase, the resulting system is better aligned with your business needs.

As staff skills are upgraded and attractive new career paths are opened, improved morale leads to higher retention rates. CTGHS Transitional Application Management (TAM) services gives you better control over the cost of maintaining legacy applications by ensuring that the overall maintenance investment in any one application is consistent with its current use, importance, and life expectancy. Since our Exemplar for Application Management methodology provides a service-level approach to managing this goal,

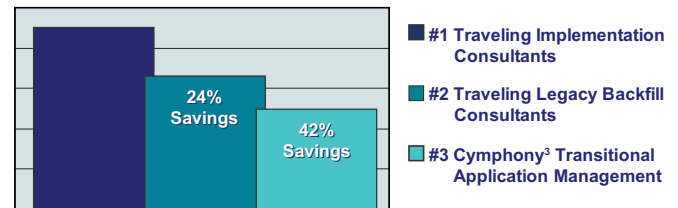
it's usually the lowest-cost alternative, while fostering staff career growth and avoiding the need for a temporary increase in employees during the implementation.

Case Study

A large U.S. health system with 13 acute care facilities undertook the implementation of an enterprise-wide, multi-application strategic plan over several years. Deciding to assign its existing IT staff members to the implementation project to take advantage of their organizational knowledge and promote their career growth, the health system turned to CTGHS for assistance in maintaining its existing systems.

CTGHS Cymphony³ provides Transitional Application Management services that encompass base and discretionary support of Siemens and HIS applications coded in Model 204, and infrastructure support that includes DBA, network, and desktop services.

Implementation Cost Comparison*
Total Annual Fees



*Savings percentage remains generally constant at varying resource levels

Since the start of the project, CTGHS has reduced turn-around times while delivering increasingly high levels of customer service—all during a period of expanding workload demand. CTGHS has consistently earned client customer satisfaction ratings averaging over 90%.

Our Commitment to Quality

Our Commitment to Quality CTGHS ensures consistent delivery of the highest-quality services by equipping exceptional, experienced consultants with proven, repeatable methodologies, best practices, and toolsets honed over 20 years—all monitored by our independent Quality Management Office. The ultimate measure of quality is awarded by our clients. In the March 2010 KLAS¹ report, Getting to Stimulus Funding: Which Consultants Can Help?, our clients recognized CTGHS, for top score for On-Time and In-Budget Project, overall 'Strong' Vendor Experience and rated lowest cost resource/engagement for Tier 1 firms.

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