



HealthCare Solutions®

McKesson Services

Achieving optimal benefit from your McKesson investment

The Business Issue

McKesson Corporation, one of the world's largest healthcare information technology (IT) software companies, is a recognized leader in the development of innovative IT applications for healthcare institutions.

The company's clinical IT systems supply state-of-the-art tools that enable healthcare organizations to manage the entire healthcare process more efficiently and cost-effectively. But taking full advantage of the extensive capabilities of McKesson systems requires the right IT partner.

The CTGHS Answer

With over 20 years of experience in helping healthcare institutions achieve their clinical and financial objectives through IT, CTG HealthCare Solutions (CTGHS) is uniquely qualified to help you integrate these powerful systems into your IT infrastructure.

All CTGHS McKesson services are delivered by healthcare industry and technology experts with extensive training and experience in McKesson products.

CTGHS McKesson Services

CTGHS specializes in the broad application of McKesson products to support strategic initiatives including advanced clinicals and e-health initiatives.

Software Implementation, Upgrades, and Conversion

We offer a full complement of services to lead or support the implementation or upgrade of McKesson's suite of products, including Horizon, Paragon, Pathways2000, STAR 2000, HealthQuest2000, Plus2000, and Series-2000. Our services

address all aspects of the software implementation process, including business and clinical process design, technical architecture management, change management, full scope training, module validation/testing/QA, and human resources transition. Once the McKesson software has been implemented, we support the full life cycle of upgrade implementation, system optimization, maintenance, and modification.

Project Management

The CTGHS approach to project management supplements your staff's strengths by leveraging our experience in managing successful acute care and ambulatory engagements with our organizational, communication, risk management, proactive problem-solving, and leadership capabilities. With a focus on PMP and Six Sigma certification, our project managers are grounded in CTGHS' Exemplar® project management methodology based upon PMI standards which enhances your opportunity for success.



Systems Optimization and Benefits Realization

CTGHS specialists help you define the administrative, clinical, and financial information you want to receive. They assist in gathering baseline data and developing an organizational strategy for data management, data quality, enterprise performance, and outcome reporting to ensure you achieve your desired objectives.

Interface Development

Services include specification development, design, and programming of HL7, point-to-point or FTP bidirectional interfaces, data extracts, and file transfers utilizing application data.

Application Development

CTGHS custom development of applications is focused on—but not limited to—McKesson's mainframe products to bridge functionality gaps and satisfy archival and/or migration needs, as well as regulatory reporting requirements.

Lower Total Cost of Ownership Services

CTGHS' innovative approach—the foundation of CTG's Cymphony³ Solutions—leverages a combination of on- and off-site consulting, replicable processes, an elastic resource pool, and optimal skill set alignment that demonstrates speed to value, improved quality, and lower costs.

Our Exemplar methodologies guarantee a high standard of excellence through clearly defined processes and procedures, a tight focus on management activities, and rigorous adherence to formal quality standards

and service level agreements. Our unique model yields up to 42 percent savings for Cymphony³ solutions including:

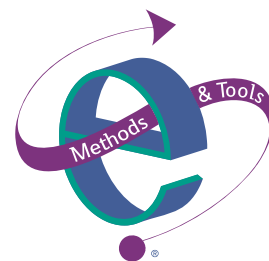
- **Implementation and Integration:** CTGHS supplies qualified on-site support for critical planning and design activities with off-site technicians optimizing build, testing, report writing, or integration activities.
- **Application Management:** CTGHS support or management of legacy systems, including your McKesson applications, quickly frees your own resources to focus on new IT initiatives.
- **Post Implementation:** CTGHS can provide custom programming, integration, report writing, and rules support in a Cymphony³ model. Our proprietary CTGHS custom report and interface libraries can be leveraged for quick turnaround.

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?, KLAS reported "Near top in client satisfaction; has remained there for a long time" and "Seen as a real value for providers, consistently providing quality resources at good price."

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**CTG Cymphony³
Solutions, powered
by our Exemplar[®]
methodologies,
improve speed and
quality while
lowering costs.**

**Our 'blended model'
approach combines
the best of onsite
consulting and
offsite services to
deliver greater
value for your IT
consulting dollar
than ever before.**



CTG HealthCare Solutions[®] is a leading information technology consulting firm dedicated solely to helping healthcare institutions, physician practices, and related organizations achieve clinical and financial goals through effective technology and business solutions.



**HealthCare
Solutions[®]**