



# HealthCare Solutions®

## Lower Total Cost of Ownership

### Freeing your IT staff for Cerner initiatives

#### The Business Issue

Healthcare institutions are increasingly turning to Cerner to support their clinical and financial objectives. The implementation of these mission-critical applications demands not only Cerner and 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 Cerner implementation and day-to-day maintenance of the existing application portfolio can be a significant challenge.

The traditional options for staffing the implementation team—expanding internal staff or hiring outside consultants experienced in Cerner to perform client responsibilities for the implementation—have significant disadvantages while adding to 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 organiza-

tion's environment or business practices, resulting in a finished product that is unduly 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

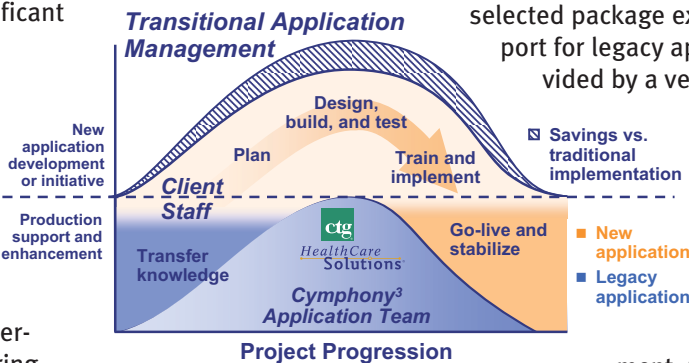
A better alternative may be for the healthcare institution to have its own experienced in-house staff carry out the Cerner implementation with targeted training and help from selected package experts, while support for legacy applications is provided by a vendor specializing in transitional application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

With over 20 years experience in application management,

CTG HealthCare Solutions (CTGHS) is uniquely

qualified to provide the transitional support services you need. Our experts enable you to quickly free your staff and management to focus on your new, mission-critical Cerner implementation while we maintain your organization's existing applications.

Our experienced specialists manage all or some of your legacy applications over a time period that accommodates your staffing needs while meeting or exceeding predefined service level agreements. Your staff will understand build decisions regarding your Cerner system, better equipping them to maintain the system after implementation.



## Benefits

CTG Cymphony<sup>3</sup> Solutions, powered by our Exemplar<sup>®</sup> 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 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) service enables you to better control 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

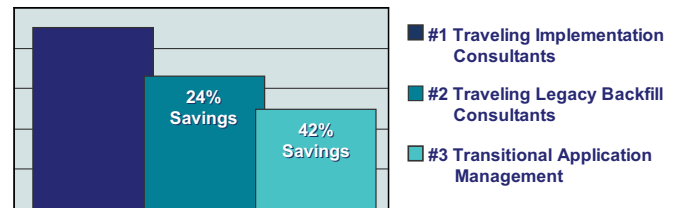
lowest-cost alternative, while fostering staff career growth and avoiding the need for a temporary increase in employees during the implementation.

## 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 Cerner 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 provides Cymphony<sup>3</sup> 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

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 KLAS “Maximizing Your Consulting Investment: A Report on Healthcare IT Consulting Services,” February 2009, CTGHS shared the highest Overall Firm Score of Full-Service Firms.

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