

Benefits

CTGHS' unique approach to transitional application management offers 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 methodology:
 - *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.*

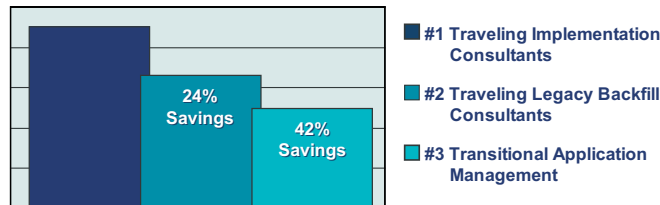
The inclusion of your staff at the beginning of the new system implementation reduces both the time needed for its completion and the associated risk. Because your employees bring their knowledge of your business processes to the project early in the design phase, the resulting system is better aligned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

As staff skills are upgraded and attractive new career paths are opened, improved morale leads to higher retention rates. Transitional application management 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.

Implementation Cost Comparison*
Total Annual Fees



*Savings percentage remains generally constant at varying resource levels

CTGHS 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.

Since the start of the project, CTGHS has reduced turnaround 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%.



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