

Facing unauthorized changes? Unplanned downtimes?

## 4 top reasons to consider CRS – Change Request System

24x7x365 availability of IT services is essential in today's healthcare IT environment.

### Take control of changes with CareTech Solutions' Change Request System. Here's why:

- 1 Ease of Use** - The CRS is a module in the Remedy support system already being used for problem tickets and service requests.
- 2 Adaptability** - Whether starting out simple, or going in-depth right away, the CRS allows the customer to use values in the system that matter to them, and with the ability to make updates in real time, the customer always has control.
- 3 Communication** - Communicating changes is the key to avoiding unplanned outages. From approvals to change scheduling, the CRS can be configured to send out communications based on risks and areas affected.
- 4 Reporting** - From reporting changes during time periods, to reports for auditing changes in the IT environment, reports can be automated or created by users. Real-time calendars make it easy to keep track and plan changes within the organization.

Through BMC Remedy™, CareTech Solutions offers an affordable, secure and reliable way to manage changes in your IT environment.

CareTech Solutions is an IT and Web products and services provider for U.S. hospitals and health systems. We create value for clients through customized IT solutions that contribute to improving the patient experience while lowering healthcare costs.

CareTech Solutions is leading the path in innovative information technology and end-user interface services for U.S. hospitals and health systems. The company helps healthcare organizations leverage emerging digital technologies to improve the quality of healthcare delivery and clinical outcomes. **For more information call us at (877) 700-8324 or visit our website at [www.caretech.com](http://www.caretech.com).**

