



A Health Service Organization's Successful IT Infrastructure Transformation Journey

About The client

The client is a not-for-profit health services organization based in Maryland delivering a continuum of care through an integrated health delivery network. Known for providing high-quality care, the health services organization is nationally recognized with elite accreditations in areas such as cancer, cardiac, stroke, joint replacement, OB, rehabilitation and home care. Since its founding, it has focused on improving the health and wellness of the region and being a leader in providing charity care and community benefit.

CareTech – The Company's Unanimous Choice

In April 2014, the health services organization developed an information technology partnership with CareTech Solutions (CTS). Prior to this, they had outsourced their IT operations to various vendors. One of the most obvious advantages the client noticed from the CareTech sales process was that compared to previous vendor relationships, CTS offered a willingness to partner with them to help provide a level of confidence in helping to take back ownership of their

IT infrastructure, while also assuming some risk in the process. Also, lack of an exclusive clinical service desk called the CTS sales team to position the organization as being the subject matter experts in first-level resolution. This appealed to the client organization as it looked to continue providing great care to its patients and expand services to meet the community's needs.



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**The Chief Technology Officer
at the Client's Office**

A Meaningful and Advantage Partnership

Since partnering with CareTech Solutions, the client has been able to stabilize its environment and establish a technology roadmap for the future. Over the past four years partnering with CTS, the client has been able to reduce the overall costs of IT services management activities by roughly 20%. Through the creation of process efficiencies and the stabilization of the environment, CTS and the health services organization were able to better leverage on premise staffing models and reduce overall costs associated with higher priced labor positions.

Why the Health Services Organization Recommends CareTech

When asked about recommending the services of CareTech Solutions to an industry colleague, the Chief Technology Officer at the client's office, offered that based on the work that CTS has done he would "definitely recommend our Integration and Security process and AMS Cerner line of business" as stars that shine within our organization. He states that these service offerings have "been a value-add to the services that we provide." He commended the partnership approach stating that although "there has been an ebb and flow with the services from a Service Desk perspective, the best part of the relationship is that everyone is willing to come to the table to resolve issues as they arise. Everyone understands the criticality of doing IT business within a healthcare organization and it is this strong partnership that is valued."

As the provider looks to the future to implement processes based on their technology road map, they have identified that CareTech Solutions can help with long-term goals by helping to continue to look for cost savings through Provisioning, Service Desk Operations, and System Integrations.

When providing advice to other companies who are tackling challenges similar to those experienced by the health service organization, the CEO recommends that the company "knows what technology vision and support model they want to establish because CareTech Solutions can do some or all of it." He also recommends that they focus on "leveraging the experiences of a shared services team and have a mechanism to managing the delivery of an integrated program."



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