NTT DATA
Services

Maximize the Value of Your Epic Investment and Reduce Long-Term Ownership Costs

Epic Consulting and Managed Services by NTT DATA

Benefits:

- Reduce long-term ownership costs
- Gain time to focus on value-added projects and optimization, rather than maintenance and support
- Gain a trusted partner to help with long-range planning for infrastructure needs across your enterprise
- Consolidate all applications across your enterprise on one cost-competitive platform
- Get secure, comprehensive disaster recovery protection
- Get your clinicians back to their patients faster with top-rated, effective help desk support at an affordable cost

Increase the value of your Epic application while reducing costs

While a broad range of applications has made Epic a leading electronic health record (EHR) provider, the initial go-live is just the beginning of the challenges and opportunities Epic presents. To maximize the value and minimize the cost, you need a partner with advanced expertise in Epic hosting and application managed services, as well as experience in working with large, complex organizations.

NTT DATA offers that experience and expertise in a comprehensive suite of Epic managed services and targeted consulting solutions designed to increase the value and lower the cost of ownership of your Epic EHR.

NTT DATA has your back

Your Epic users depend on you to help them, whether they want to stretch the system's capabilities or need assistance navigating the software — now let NTT DATA Services help you.

Epic Consulting and Managed Services by NTT DATA can maximize the value of your Epic investment while reducing the overall cost of ownership. Unlike other consulting firms, NTT DATA offers an end-to-end menu of Epic application support, maintenance, optimization, infrastructure, and consulting services. We can help ensure that your Epic users have the support and expertise they need for great clinical care.

With routine tasks and maintenance supported by NTT DATA, your Epic specialists can focus on what they love: Helping users optimize and expand the capabilities of Epic to improve patient outcomes, reduce costs and provide a great patient experience.

Epic Consulting and Managed Services by NTT DATA

Services for the full Epic lifecycle

We offer a full menu of Epic solutions including infrastructure, managed services and consulting for the complete range of Epic capabilities.

Infrastructure for your entire enterprise

Because your priority is providing top quality technology and service to support patient care, not your IT infrastructure, cloud hosting can be a cost-effective solution to keeping your Epic applications running on the most advanced platform.

In addition to our other services, NTT DATA can provide cloud hosting and disaster recovery — for Epic as well as all other applications across your enterprise — in an affordable, flexible and secure environment. We have more than a decade of experience and a track record of excellence in hosting services for provider organizations of all sizes and complexity.

We offer comprehensive disaster recovery capabilities to provide full redundancy for your critical Epic systems and data, as well as the rest of your enterprise. Our consultative, holistic approach to business continuity ensures you have both the technology and comprehensive policies and procedures for effective protection against lost data.

Effective managed services for Epic

We provide a high level of service to ensure your clinical team gets the best value possible from their use of Epic, while you focus on value-add projects and optimization. Our managed services capabilities include:

- Hosting
- Cloud
- Disaster recovery
- Epic Clinical Service Desk
- Application support and optimization
- MSO for Community Connect

Superior Epic support at an affordable price

With Epic Clinical Service Desk and Level 2 Services, NTT DATA can provide world-class support for your users and IT staff at a very affordable price. Our staff can quickly resolve clinicians' Epic issues and get them back to their patients, resulting in improved customer and staff satisfaction. And with expertise across multiple EHRs and clinical systems, we provide comprehensive support for health systems in transition to Epic or with multiple EHR platforms. Currently, we handle more than 14,000 monthly contacts and over 7,200 beds for Epic customers, using a team of more than 45 agents with in-depth Epic experience.

> NTT DATA provides end-to-end Epic solutions, from hosting and application support to comprehensive consulting.

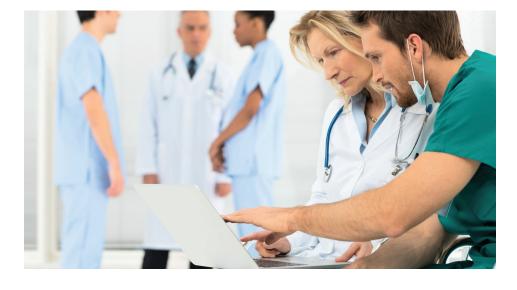## Holistic consulting and targeted solutions

Our consultants have deep expertise across the Epic enterprise suite and can help you plan, implement, optimize and support your Epic projects. Services include:

Consulting:
- Activation support
- Staff augmentation
- Community Connect advisory
- Epic PMO
- System selection and implementation planning
- Long-term support planning
- Clarity and Radar dashboard reporting
- Integration services
- Application and process optimization

Targeted solutions:
- Lawson/Epic integration
- Epic business intelligence and analytics
- Epic 2018 upgrade package