NTT DATA

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

Reduce Costs and Workload with a Reliable, Secure Cloud Solution Designed for your Epic System

NTT DATA Cloud for Epic Customers

NTT DATA Services
formerly Dell Services

Minimize staff demands with turnkey solutions based on Epic best practices

Many healthcare IT organizations using Epic software are seeking to use cloud hosting to reduce capital investments and operating costs.

NTT DATA Services offers two turnkey hosting solutions designed specifically for Epic that can reduce your costs without sacrificing reliability or compliance — a shared infrastructure model that is affordable for organizations of all sizes and a dedicated cloud structure for critical workloads that can reduce capital costs and take the guesswork out of storage provisioning.

Next-generation shared infrastructure to reduce your costs: NTT DATA offers a cloud-based managed hosting service based on Epic's best practices for dual data center and business continuity. Our shared managed service is a proven model that offers high reliability at a cost that is affordable for healthcare organizations of all sizes.

Dedicated cloud service to secure your critical workloads: Our dedicated cloud infrastructure as a service (IaaS) allows you to take advantage of cloud computing delivery models for your most critical workloads by securely and reliably deploying Epic and other clinical and business applications. This managed service provides a single tenant, hosted infrastructure and a flexible architecture that enable you to run even the most data-sensitive and mission-critical applications. Storage and compute power of our IaaS adapts as your needs grow or change, relieving you of the guesswork of accurately provisioning and allowing you to access new technology without additional expense.

Key benefits:

- Reduces capital infrastructure investment
- Runs applications on state-of-the-art hardware and storage
- Meets aggressive implementation schedules with rapid virtualized deployment
- Eases platform and software migrations
- Includes automatic OS updates, utility application updates and technology refreshes
- Offers a predictable monthly fee
- Improves application efficiency, performance and availability with best practices and techniques

Complete hosting solutions with expert support

Our hosting solutions minimize demands on your staff and make implementation and maintenance easy. Whether you need a dedicated infrastrucure or a shared platform, we can provide:

- Fully managed hosting services for Epic customers at our secure data centers
- Expert support from dedicated staff with Epic application expertise
- 24x7x365 operations support
- Predefined service level agreements with multiple options
- Disaster recovery options
- An annual test to validate and restore backup data
- Regulatory compliance
- Citrix, OS and anti-virus licensing
- Labor to support networks, storage, data replication and Epic software on AIX, UNIX and Windows operating systems
- All hardware and software maintenance and upgrades
- A Multiprotocol Label Switching port and access

State-of-the-art data centers, staffed around the clock

Epic hosting solutions are fully monitored, with an expert support team on duty 24x7x365 to rapidly resolve systems issues before they impact your applications.

Our solutions are housed in robust, fault-tolerant data centers strategically located throughout the U.S. to maximize performance and minimize risk.

We protect our data centers with N+1 or N+2 redundant power, telecommunications, cooling, early detection fire monitoring and fire suppression systems.

Epic expertise

We understand that hosting goes beyond backing up your infrastructure. With our hosting solutions, you gain the support of a team with in-depth knowledge of Epic software and how to host your environment.

We can host your healthcare solutions in a secure cloud environment with administrative, physical and technical controls that meet the rigorous security needs of healthcare providers.

Flexible service delivery

With a range of availability, recovery, support, solutions and management options, our hosting solutions provide maximum flexibility to meet your organization's unique needs and requirements.

Consulting and professional services

NTT DATA also offers a complete suite of consulting and support services to help your organization make a seamless transition to the cloud including application migration and mplementation, project management services, and application optimization services. We offer a hosting solution technology readiness assessment to ensure site readiness for the transition to the hosted environment.

Our professional project management, technical migration and data center cutover services ensure a smooth transition.

Application migration services are available to facilitate conversions and updates for current Epic customers. Our consultants are subject matter experts with experience helping healthcare organizations improve workflow, design menus, implement applications and train staff.

Vendor neutral

We plan your Epic environment for your specific hardware requirements, including support for AIX, UNIX or Linux.

Why NTT DATA

When you choose NTT DATA, you benefit from our proven, reliable delivery model and experienced team.

We use best practices to accelerate results while managing simple to complex IT and clinical environments with disciplined workflows and automation processes to reduce costs. We have the flexibility to deliver what you need with the quality you would expect from a global healthcare services leader.