



# 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.

## Get Clinical End-User Experiences That Result in Better Delivery of Patient Care

Electronic Health Record Application Support and Management  
by NTT DATA

**NTT DATA Services**  
formerly Dell Services

### Realize the full value of your healthcare applications

Advanced electronic health record (EHR) applications add new complexities to your hospital environment. And while the challenge of implementing new applications is significant, it is often quickly overshadowed by the requirements of ongoing management of those applications and its end users.

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**Reduce costs, increase productivity and improve compliance with help from NTT DATA.**  
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Applications are the lifeblood of your organization's operations. In fact, many are so critical that any adjustments are often met with the fear of disruption and limited productivity. And not only is managing your applications an economic consideration, it's a human resource issue, as well. Your users expect support on their schedule, delivered by experienced professionals who understand their business and workflows.

Whether it's as simple as helping a doctor find the right medication in the computerized physician order entry (CPOE) system or upgrading the entire system, your organization requires a team comprised of the right resources to quickly support, optimize and gain the maximum value from your applications.

### Key benefits:

- Provides highly skilled, global resources that are available 24x7 for fast, dependable responses
- Delivers a unique understanding of hospital needs
- Contains costs by using the right resources in the right place at the right time
- Improves workflow and ease of use with application customization
- Focuses on the end-user experience

### Change management that works

Change management and adoption among EHR users is often at the root of problems that jeopardize your healthcare technology investments. When combined with budgets that need to do more with less, ineffective utilization of existing resources and subpar change management strategies, experience often shows hospital EHR support models to be ineffective and slow, resulting in a backlog of projects and requests, as well as unresolved incidents and an inability to prioritize effectively. This causes frustration and overwhelms users who lack the response times and information they need to deliver the best patient care possible and to minimize readmissions and associated penalties.

### Are you getting the most from your clinical applications?

Thousands of care providers worldwide rely on Electronic Health Record Application Support and Management by NTT DATA, which includes extensive experience with the leading EHR application vendors, such as Epic, Cerner, MEDITECH, McKesson and NextGen. Our suite of EHR application and end-user support services are designed to help your organization realize the full benefits of every application.

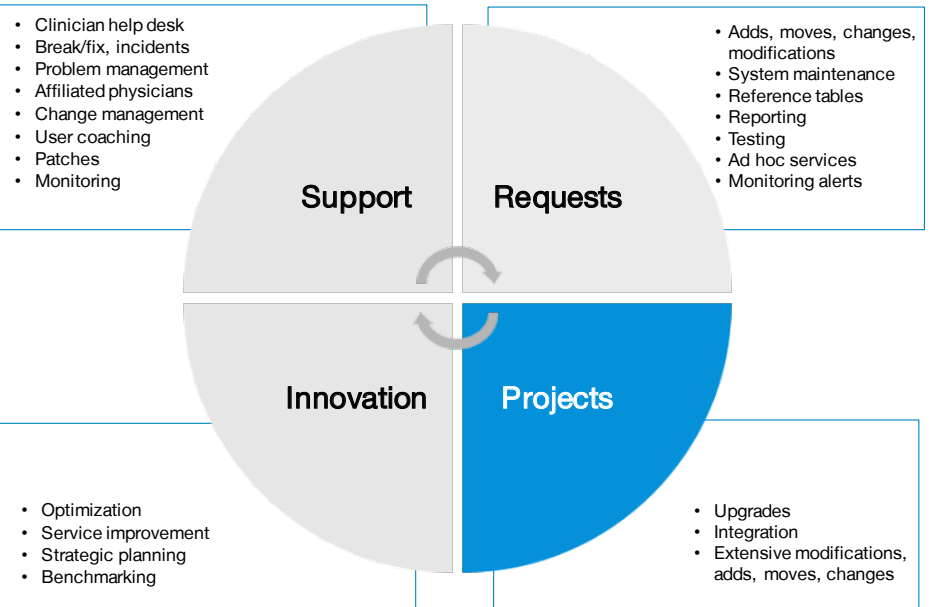
We'll help you evolve without risk by ensuring your applications are carefully aligned with your organizational needs and objectives, resulting in reduced costs, increased productivity and improved compliance. Our services encompass clinical and physician systems, revenue cycle, ancillary systems, financial systems and integration. We also deliver mission-critical support necessary to sustain them.

When you engage NTT DATA Services for EHR support, we become an integral part of your team. Our professionals are available to work under your direction, following defined processes and IT Infrastructure Library (ITIL) best practices to intake, scope, work, resolve and document incident tickets, request tasks and projects, allowing you to mobilize resources on demand. Analysis, resolution, documentation, change management and simplified escalation are made available to your end users in addition to vendor management for any externally identified vendors.

Our agile resources are ready to dive in to help meet your organization's needs. We are accustomed to working directly with operational leaders as well as frontline staff throughout the hospital. In fact, many of our team members have worked extensively in hospitals and can quickly get up to speed.

EHR Application Support and Management offers an industry-leading combination of people, processes and technology that focuses on clinical EHR application break/fix, maintenance and incident/request management. This remote service is an innovative lifesaver if your organization is struggling to achieve optimization and positive change management after application go-live or during transitional periods from legacy EHR environments. Our services extend the capabilities of your existing IT staff to provide the flexibility to quickly obtain highly skilled clinical support resources on a temporary or permanent basis.

#### NTT DATA EHR support practice



### How NTT DATA can help

Recognizing the critical importance of your healthcare applications to the delivery of care in your organization, NTT DATA provides a range of EHR support services to ensure you realize the full benefit of every application. Regardless of your organization's size or what lifecycle stages your applications are in, NTT DATA can help.

As a leading healthcare services provider, our clinical applications support team utilizes resources with in-depth expertise in healthcare. Having extensive experience with clinical, financial and web-based applications from industry-leading EHR vendors, NTT DATA provides healthcare-specific counsel and integrated end-to-end solutions to support your strategic, operational and financial goals. Our team includes a dedicated group of doctors, nurses, pharmacists and other clinicians along with business and technology professionals who specialize in clinical implementations, technology solutions, healthcare operations and healthcare change management.



Offer	Description
Domain expertise	With hands-on expertise in all major healthcare information system applications, we understand your needs firsthand and speak your language, making it easier to identify problems and implement solutions faster.
Extensive resources	Our vast global network of resources is at the ready. We can quickly take the burden off your IT staff, allowing you to reallocate your resources to address other areas in need of your attention.
End-to-end support	We know how your applications should perform and can adjust your application workflows so that your entire organization realizes the full benefits. We'll also ensure 24x7 coverage.
Flexible pricing options	Whether you choose to rely on NTT DATA for the full spectrum of your application management or just for key areas, we can provide an extraordinarily flexible pricing model that suits your specific needs.

### The right stuff to optimize your healthcare applications

The right people	Our delivery model is designed to best meet your resource needs. We can provide someone on site in your hospital, or we can provide support from one of our global locations while you sleep.
The right time	Recognizing that hospitals never stop working, our team doesn't either. We're available to help you around the clock.
The right model	We use a delivery model based on our best practices while addressing custom requirements unique for each application and each hospital.
The right cost	Utilizing our extensive scale, resources and capabilities, we provide a cost-effective solution that will help you deliver the most value for your healthcare applications.

Visit [nttdataservices.com](http://nttdataservices.com) to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.