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**FOR IMMEDIATE RELEASE**

## **DECISIONONE SIGNS SERVICES AGREEMENT WITH ALLSCRIPTS**

*Technology Support Services Company Becomes Allscripts Hardware Service Provider*

**Devon, Pennsylvania - November 10, 2009** - DecisionOne, a leading provider of technology support services to the healthcare industry, today announced an agreement with Allscripts, the leader in software, services, information, and connectivity solutions for physicians and hospitals, for DecisionOne to assume the responsibility for the maintenance of the hardware infrastructure of thousands of Allscripts clients nationwide.

Under the terms of the agreement, DecisionOne will integrate Allscripts internal hardware service personnel into its highly credentialed and comprehensive national field service organization. This partnership enhances Allscripts ability to maintain industry-leading service levels while the company prepares to meet the emerging demand for Electronic Health Records in the wake of the American Recovery and Reinvestment Act (ARRA) of 2009. The ARRA, signed into law by President Obama on February 17, 2009 provides maximum incentives of between \$44,000 and \$64,000 over five years to physicians who deploy and use a certified EHR, like Allscripts Electronic Health Record solutions, to improve the quality and cost-effectiveness of patient care. Physicians who have not adopted a certified EHR by 2014 are expected to have their Medicare reimbursements reduced by up to five percent by 2015.

"We are extremely pleased to be selected as Allscripts service delivery partner as they continue to distinguish themselves in the healthcare IT solutions space with a demonstrated commitment to providing the medical community with comprehensive solutions and superior service," said Neal Bibeau, President and Chief Executive Officer of DecisionOne. "DecisionOne is uniquely positioned to provide Allscripts customers with world-class infrastructure support by drawing on our 50 years of experience in maintaining high availability computing environments. Our technicians will be trained and certified in rigorous technical requirements, general healthcare-related requirements, as well as in Allscripts-specific requirements."

Whether it is complete outsourcing, supplemental coverage, or a customized solution, DecisionOne's Healthcare IT Solutions offer healthcare and health information/EHR solution providers flexible offerings and high service levels with an immediate full-service support structure that can scale as market demands require.

"We selected DecisionOne for their extensive experience in the healthcare environment, their strong multi-vendor heritage and high standards for technician training, certification, and performance," said Eileen McPartland, Chief Operating Officer of Allscripts. "As we continue to expand our valued client relationships and add new healthcare professionals at a rapid pace, we are confident that DecisionOne will help Allscripts continue to provide industry-leading service levels for our clients who had been depending upon Allscripts for these services."

### **About DecisionOne**

DecisionOne is a premier partner to IT solutions providers - delivering reliable, low-cost maintenance and support solutions. Leveraging a comprehensive North American service footprint and best-practice frameworks, DecisionOne supports data centers, desktop/notebook environments, networks, printers, and specialized equipment. The company's full complement of onsite, remote and logistics services provide a multi-vendor, OEM-neutral option for supporting the diverse IT environments in the healthcare community. Learn more about DecisionOne's comprehensive infrastructure services on the web at <http://www.decisionone.com/healthcare>.

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