

DecisionOne Healthcare IT Solutions

Service and Support for Healthcare Providers

DecisionOne understands the nuances of supporting information technology in healthcare environments. We have built an organization that is uniquely positioned to meet the needs of healthcare providers by ensuring:

High Service Levels - Downtime can mean loss of access to vital patient information. You need a service provider who can deliver 24x7, same-day response and high first-time resolution.

Cost Control - You are under increased pressure to reduce costs while improving patient safety and clinical outcomes. DecisionOne is the technology partner who can deliver high service levels while reducing service and support costs.

Confidentiality - Patient information must be treated with the utmost security. Our customer service engineers are W-2 employees who undergo HIPAA training, background checks and periodic drug testing to ensure that they are sensitive to protecting information found in healthcare environments.



Let DecisionOne ...

- Help you meet the demands of servicing your IT infrastructure in ambulatory or acute care settings.
- Improve and expand the service levels that you provide to your stakeholders.
- Give you the scale and infrastructure to provide a truly cost effective IT solution.
- Help you manage the complexity of a diverse, multi-vendor IT environment.

Our flexible, consultative approach provides you with numerous options to support your IT infrastructure in a more efficient and cost-effective manner.

IT Outsourcing

Outsourcing IT hardware and infrastructure support can be a major strategic decision for any organization. We can leverage our vast outsourcing services experience to provide you with a tailored solution that ensures your strategic objectives are met.

Supplemental Coverage

DecisionOne services thousands of acute care and ambulatory sites with a national team of highly skilled customer service engineers. Should you need coverage at one particular location, or hundreds, we can augment your existing team when you cannot provide cost-effective coverage yourself. This gives you a flexible, scalable IT service solution.

For more information contact us at healthcare@decisionone.com

DecisionOne Healthcare IT Solutions
Responsive. Low Cost. Professional.

Visit us at www.decisionone.com/healthcare

For 50+ years, we have helped healthcare providers manage their IT infrastructure. Our proven low-cost business model includes:

Broad geographic reach

Our national footprint allows you to improve field service use, expand your service offering to new offices and sites, improve service levels - usually with same-day support - and drive overall service efficiency for your organization.

Scaleable infrastructure

We can provide your organization with an immediate full-service technology support structure - including onsite, remote and logistics services - that can grow with you as your needs require.

A single-source provider

We are a multi-vendor, OEM-neutral company so you have one go-to-source for all your hardware technology support needs.

Customers

- Hospitals
- Clinics
- Physician Offices
- Homecare Agencies
- Health Systems
- Laboratories
- EHR Environments

Customized Solutions

Whether you are looking for onsite maintenance services, installations or de-installations, help desk services, or depot repair, we can develop a customized service offering that is right for your organization's size, needs and budget.



US Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179