

# DecisionOne Healthcare IT Solutions

Service and Support for Electronic Health Record (EHR) and Health Information Solution Providers

As a leading provider of information and practice management solutions, you are challenged with meeting the needs of healthcare providers in a rapidly changing environment. DecisionOne can help you maintain focus on your core business - software and implementation services - by ensuring your customers receive high service levels on their IT infrastructure.



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 engineer utilization, expand your service offering into new markets, improve service levels - usually with same-day support - and drive overall service efficiency for your organization.

## A single-source provider

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

## Scaleable infrastructure

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

## Customers

- EHR Solution Providers
- Hospitals
- Clinics
- Physician Practices
- Homecare Agencies
- Health Systems
- Laboratories
- Healthcare Technology Companies

## Let DecisionOne ...

- Provide you with the capability to meet the demands of servicing your IT infrastructure in ambulatory and acute care settings.
- Improve and expand upon the service levels that you offer to your customers.
- Give you the scale and infrastructure to provide a truly cost effective IT solution, improving overall company profitability.
- Provide you with a new revenue opportunity and improved customer satisfaction by providing a bundled solution that includes IT service and support.

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 companies 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 to your customers.

**Cost Control** - You are under increased pressure to reduce costs while delivering a solution that improves patient safety and clinical outcomes. DecisionOne is the technology partner who can deliver high service levels while reducing the cost of service and support.

**Confidentiality** - Patient information must be treated with the utmost security. DecisionOne 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.

**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 in one particular market, or across the country, we can augment your existing team when you cannot provide cost-effective coverage yourself. This gives you a flexible, scaleable IT service solution.

## 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 the right one for your organization's size, needs and budget.

For more information contact us at [healthcare@decisionone.com](mailto:healthcare@decisionone.com)

**DecisionOne Healthcare IT Solutions**  
**Responsive. Low Cost. Professional.**

Visit us at [www.decisionone.com/healthcare](http://www.decisionone.com/healthcare)

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