IBM Healthcare Technology Support Solutions

Help streamline IT support, reduce costs and increase system uptime

Highlights

- Facilitates simplified IT support and reduced downtime with customized, single-source technical expertise

- Helps optimize equipment return on investment, reduce IT support costs and enable more operational efficiencies

- Helps better manage compliance regulations

Healthcare providers are being challenged by funding constraints, which are driven by the payers in the industry (for example, governments and medical insurers.) This strikes at a time when payers and patients (the direct beneficiaries of the healthcare service) request higher quality of service from their healthcare providers.

To respond to increased expectations in healthcare from both payers and patients, IBM can offer an integrated support solution for more flexible, customizable maintenance and support. The IBM® Healthcare Technology Support Solutions offering provides a single point of contact (SPOC) to manage your support service requirements and help you generate efficiencies and improve availability of your IT environment.

Helping to simplify IT complexity and support higher availability

IBM uses a structured approach to managed healthcare IT (HCIT) support that is designed to result in an actionable solution plan that helps you:

- Improve system availability as IBM works as a SPOC for hardware and software support, reducing the risk of downtime due to managing a complex HCIT multivendor environment, while helping to maintain regulatory compliance.
- Save time and costs through more efficient management and simpler administration.

Freeing your internal resources to focus on business innovation

Healthcare managed IT support services from IBM can relieve your staff of the day-to-day burden of IT support. This allows your workers to concentrate on other critical healthcare activities, while IBM's proactive, predictive services help keep you ahead of problems that could hamper IT service delivery or cause an outage. You can choose from a broad array of premium-level, "add-on" IT support services for a customized HCIT solution that can give you the support you need. IBM can provide any of the following activities through its existing IBM Managed Support Services offering: hardware and software support delivery management, lifecycle maintenance, availability management, change management, vendor management, inventory management, reports and reviews, tailored invoicing and warranty management.

Why IBM?

With more than three decades of experience supporting multivendor environments, IBM can offer an established history of support delivery and reliability. IBM can bring time-tested methodologies and sophisticated analytics tools to help reduce IT complexity, avert potential problems and optimize system availability. And IBM's collaborative approach to IT infrastructure support is designed to provide a more cost-effective, flexible solution that's customized to your specific needs.

For more information

To learn more about IBM Healthcare Technology Support Solutions, please contact your IBM representative or visit the following website: **ibm.com**/industries/healthcare

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: **ibm.com**/financing

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