

IBM Healthcare Technology Support Solutions helps Healthcare Providers optimize patient experience by minimizing workflow disruption from technology outages while reducing complexity and gaining control over costs.



The challenge

Long wait times are **the #1 complaint** of urgent care patients. To optimize patient flow and minimize average visit times, modern Urgent Care Clinics connect to Electronic Medical Records (EMRs) using a **variety of IT equipment from multiple vendors**.

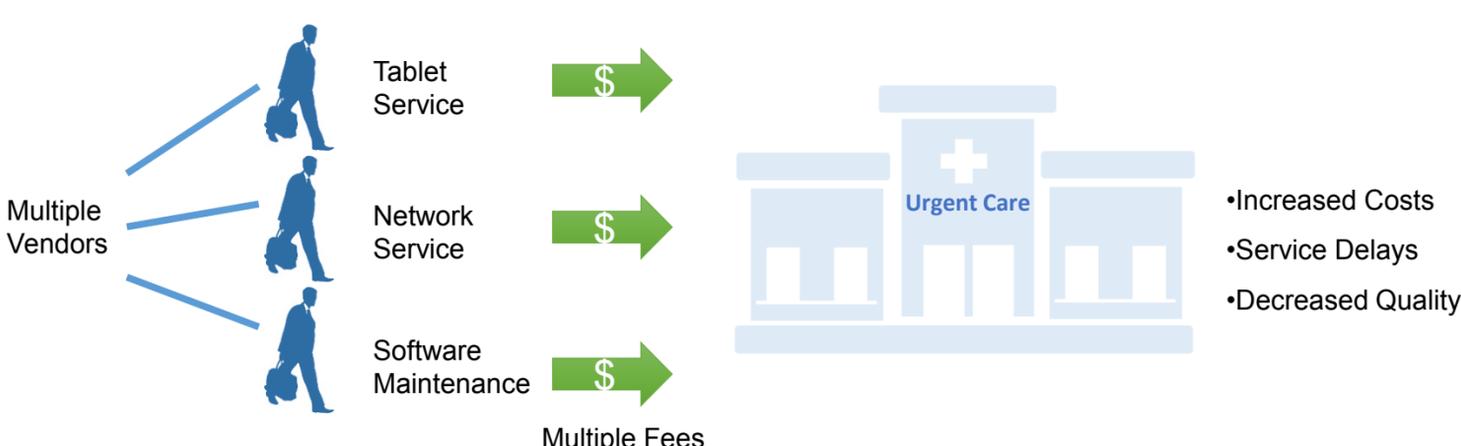
When IT problems arise, on-site clinic staff must often spend time triaging technology problems with their IT department. With multiple vendors, this can be complex, time consuming and costly.

To make matters worse, often, there is no way to track the status of support tickets. If providers can't service every location, the work may be subcontracted to other providers who may be less skilled, **decreasing the quality of service**

Highlights



- Many Urgent Care Clinics are seeking strategies to gain more control over IT service costs while reducing complexity and improving availability.
- IBM Healthcare Technology Support Solutions provides a single point of contact for maintenance, servicing all IT equipment regardless of equipment type, OEM manufacturer or age.
- Urgent Care Clinics now pay only for the IT services they need, improving cost control, boosting IT availability and increasing the overall quality of service.



The solution

In response, Urgent Care Clinics can team with **IBM Healthcare Technology Support Solutions** to service all IT hardware and software, helping clinics **boost IT availability, gain more control over costs and optimize the patient experience**.

IBM Healthcare Technology Support Solutions provides a **single point of contact** for virtually all IT service and repair needs, regardless of the hardware or software manufacturer or equipment lifecycle. These solutions include remote support, onsite service available at any time of day, parts repair and reconditioning, project governance and support for integrating new technologies.

Now, Urgent Care Clinics can access holistic support whenever it's needed through IBM Healthcare Technology Support Services

Supported products include:

- Desktop Computers
- Printers
- Signature pads
- Portable Vitals Cart
- Laptops
- Software
- IOT Sensors
- Displays
- Servers
- Credit Card Readers
- Mobile Devices
- Networking products
- Handheld Scanners
- And more.....



Healthcare Technology Support Solutions



Device Agnostic
Single Contact
Single fee



- Competitive monthly fee
- Minimized Downtime
- Flexible Plans
- Better Outcomes
- Simplicity
- Improved Quality

The result

IBM Healthcare Technology Support Solutions can provide Urgent Care Clinics with more control over costs through support models designed to match the demands of clinic operating hours with flexible service plans and coverage models.

Service level agreements help **increase the quality of service** while allowing Urgent Care Clinics to **pay only for the services they need**.

These solutions can also track and analyze all service data, providing the ability to follow the status of a support ticket. This analysis unlocks valuable insight about in-clinic IT environments that can be used to further reduce costs. For example, a specific location might discover that a recurring IT issue is happening because staff members need more education on using the equipment. With this insight, the store can schedule the required training and avoid the costs associated with additional repairs.

According to a recent **Forrester** Study: with a single point of contact IBM MVS can help you stream-line vendor management and focus on your core business.

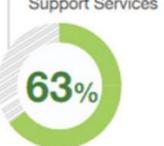
By reducing an average of 4 vendors, IBM clients have experienced:



Deferred Capital



Benefited from **Faster support resolution times** with IBM's Multivendor Support Services



Source: The Total Economic Impact™ Of IBM Multivendor Support Services, a commissioned study conducted by Forrester Consulting on behalf of IBM, September 2016

Manufacturers serviced include:

- Dell •HP •NEC •OKI •Panasonic •Cisco •Palo Alto •Juniper •Citrix •Oracle •Epson •Samsung •Zebra •Apple •Verifone •Lenovo •EMC •Kimberly-Clark •rehat •vmware •Microsoft •Centos •Sun •Lexmark •And others...

Why IBM?

With a robust portfolio of **customizable end-to-end solutions**, IBM Healthcare Technology Support Solutions can be your single point of contact for technical support in your multivendor hardware and software environment. IBM is a trusted leader in IT support, offering a **world-class global infrastructure** that helps reduce overall costs, facilitate a positive return on investment and boost equipment performance. IBM continues to drive innovation in healthcare by applying technologies such as IBM Watson® cognitive computing, the Internet of Things (IoT) and advanced analytics to help boost efficiency, reduce costs and deliver a superior customer experience. For more information please contact your sales rep at:

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1Based on IBM client engagement internal data. Individual results may vary.