

Transformational Outsourcing Services Regain Control of Your Business Processes and IT Costs

Even in a volatile healthcare market, you can manage escalating IT needs and still realize a return on investment.



Healthcare Solutions is a leading provider of consulting, application delivery, IT and Business Process Outsourcing solutions to the healthcare industry. We can help you:

- Improve financial performance
- Control runaway IT costs
- Stabilize labor market dynamics
- Increase the performance of your information systems team.

Our enhanced array of one-stop sourcing solutions is unmatched in the healthcare industry. We offer:

- Analytic solutions
- Consulting services
- Managed services
- Revenue solutions.

With these solutions, we'll help you build an information-driven healthcare system to achieve your goals. Let us provide you with:

- IT strategies
- Clinical transformation strategies
- Revitalized systems and processes
- Optimized return on IT investments.

Transformational Outsourcing Services

Our Outsourcing Services

Our expertise is tailored to meet your specific goals, culture and strategic focus. We can help you in these areas:

- **Full-Service IT Outsourcing** – Single-source accountability delivered in a healthcare-dedicated, state-of-the-art network control center, to amplify ROI.
- **Facilities Management** – A full technology partner managing IT systems and staff functionality, on site or remotely.
- **Application Management** – Ongoing critical applications support.
- **Interim Management** – Senior-level technology executives guide strategic IT planning, operations and initiatives on a short- or long-term basis.
- **Remote Network Monitoring and Help Desk Services** – Healthcare-dedicated, 24/7 support; proactive monitoring of critical systems, knowledge-based issue resolution and plain-English reporting.

Our Value

Clients partner with us because they have confidence in the depth and quality of our outsourcing capabilities, including our:

- **Knowledgeable staff** – Average 15 years of experience in healthcare IT, industry regulations, and financial and administrative issues
- **World-class IT support** – Healthcare-dedicated facilities, processing and network capabilities, and 24/7 support
- **Strong renewal history** – Long-term outsourcing contracts; early client-partner renewals.

Xerox has a \$1 billion footprint in the healthcare industry.

Benefits to You

- Large consultant workforce
- On-site data center staff
- Consistent, best-practice methodology
- Just-in-time access = no paying for downtime
- Best skills required for new initiatives
- Transferred financial risk
- Flexible access to specialized resources
- Predictable IT costs and performance
- Full-time, dedicated IT management
- On-site or remote support per client
- On-time and on-budget delivery
- Software vendor independence

Our Results

- Improved financial and clinical performance
- Improved technology adoption and utilization
- Reorganized, re-energized IS departments
- Improved IS staff skill sets
- Tactical IS plans tied to organizational goals
- Dramatic upgrades to IT infrastructure

Contact Us

You can learn more about us at www.xerox.com/hcs.

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About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries.

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