

Application Management Services

Expert support delivered when and where you need it

Today's healthcare environment is riddled with strategic initiatives and distractions—mergers & acquisitions, expansion, Meaningful Use, pay for performance, etc.—making it difficult and costly for IT teams to provide consistent, satisfactory support to end users. Focusing your internal resources on important projects and utilizing external resources for ongoing support will keep costs down and valuable project knowledge intact.

Impact Advisors' Application Management Services range from clinician / physician support desk coverage to system optimization. We bring proven leadership, methodologies, and a team of experts with targeted skills to meet your specific needs—freeing your IT resources to focus on strategic initiatives. Our long history of successfully planning, implementing, and optimizing healthcare IT systems uniquely positions us to assume the risks and challenges of your application support and maintenance.

Value We Deliver

- Consistent quality through defined service level agreements
- Expertise at all project levels and transparent integration with your infrastructure and tools
- Continuous improvement through identification of trends and proposed solutions
- Predictable spend and lower total cost of ownership
- Improved user satisfaction and adoption

Our goal is to ensure your end users leverage the EHR system to its fullest extent and are highly satisfied with the support they receive to effectively deliver care.

CONNECT WITH US

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Impact Advisors' Application Management Services (AMS):

- "How To" Service Desk Level 1.5 Support
- Break/Fix and Routine Maintenance Level 2 Support
- Requests and Optimization Level 3 Support
- Defined Service Levels
- 24x7 Coverage via On-Call Escalation
- Certified / Experienced Support Analysts & Advisors
- Relationship-Focused Engagement Leader
- Monthly Results & Operations Review
- Flexible Support and Pricing Models

