

Dear Healthcare IT Leader,

We know firsthand how operational IT issues can take your time, focus, and resources. Worst case issues can damage your reputation with stakeholders and providers.

That is why we are offering you a Support Services Assessment at no cost and no commitment. Through this process, we use our years of experience leading IT and delivering support services to hospital systems to help you understand:

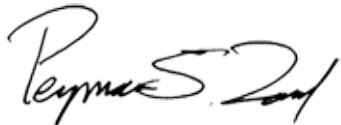
- + Your support service performance (compared to other healthcare organizations)
- + Potential issues and causes
- + Efficiency opportunities for your IT Service Management (ITSM) solution

This assessment can provide valuable answers and freedom from burdening IT issues and costs. To begin, complete our [online questionnaire](#) or [contact us](#) about any of the assessments described in this document.

Sincerely,



Chris Wickersham, *Director of Customer Support Services*



Peyman Zand, *VP of Advisory Services*

 **BEGIN THE PRE-ASSESSMENT**

Complete our online questionnaire.

 **DOWNLOAD EBOOK: "DIAGNOSING YOUR HEALTH SYSTEM'S IT SUPPORT DESK"**

Hear from health systems who have tackled IT support challenges, uncovered hidden costs, and increased user satisfaction and efficiency.

## Build the Roadmap Forward.

Begin moving your IT organization forward by understanding the top issues and potential causes impacting your support efficiency. Understand more about the latest dynamics introduced by telehealth and its impact on physicians, caregivers and patients.

Through discussions with your key team members, we will focus our assessment on support efficiency, best practices, and high-level ITSM maturity models. Then, we will provide you with an assessment that identifies areas of opportunity for driving efficiency and satisfaction up and costs down. Take advantage of the Support Services Assessment so you can get more from your support solutions, whether in-house or outsourced.

### WHAT DOES THE SUPPORT ASSESSMENT PROCESS LOOK LIKE?



**IT Leader:** Completes the Pre-Assessment Questionnaire.



**CereCore:** Reviews information and schedules discussions with relevant team leaders (Service Desk, Security and Provisioning, ITSM Delivery, and/or Desktop Support).



**CereCore:** Provides findings and next-step recommendations.

*From there, you can use these consultant-backed findings for decision-making and building your roadmap forward.*

**GET STARTED WITH THE  
PRE-ASSESSMENT QUESTIONNAIRE**

***Focused, in-depth assessments for these problem areas also are available on an hourly consulting basis:***  
*ITSM Assessment • Provisioning/Identity Management • Help Desk Operations Assessment • IT Reporting  
Incident Volume Reduction*