



# OVERVIEW

## Support Services

**IT and Service Desk Designed for the Best Outcomes**  
*Give your clinicians and end-users the highest support levels without the high costs and burden.*

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### > BENEFITS

- + Fully scalable, fully remote-capable model eliminates risk of disruption in services
- + Cost per incident model delivers real value and cost-savings and drives toward solving incidents correctly the first time
- + < 10% turnover of help desk personnel supports continuous quality of service
- + Managed by individuals with in-hospital experience with perspective on the impact to caregivers and hospital organizations
- + Backed by proven application, regulatory, and security experts

### Outsourced Support That Truly Delivers

Supporting users shouldn't add to the pressures of managing your health system's technologies. CereCore delivers support services that help reduce the burdens of end-user support while lowering operating costs. We hire and retain expert talent for IT infrastructure and clinical applications and deliver a highly-efficient service desk, so that you can focus on what's next for the patients and communities you serve. Our services are:

- + 100% US Based
- + 100% Remote-Ready
- + 100% ITIL trained
- + HDI Pinnacle of Excellence
- + Reliable with < 10% Help Desk Turnover
- + Integrated with your processes

### Support That Works For Everyone

Our organization was born from a legacy as a hospital operator. This perspective helps us emphatically meet the needs of health systems today and deliver services that work for everyone.

**Technology Leadership** – We reduce the burden of hiring and retaining support talent while reducing the cost so that you can focus on what's next for your organization.

**Hospital Leadership** – We help you provide quality support services that your providers want as well as do more with your budgetary resources.

**Care Providers** – We have worked in hospitals and cared for patients ourselves. We help you get back to patient care as quickly and efficiently as possible.

## > OUR SERVICES

### An Integrated Approach To Support Services

User satisfaction issues are even more critical in the hospital setting. Users will hang up if their call isn't answered quickly enough. And no one likes to be passed off to another desk or wait for a call back. Our integrated approach to support services addresses these issues directly with an integrated approach and ongoing partnership with your team.

This approach allows our clients to choose the level of services they need, whether IT help desk or specific clinical application support. Our support services are segmented into three areas of focus:

#### IT HELP DESK (LEVEL 1)

24/7 Support coverage for triage and knowledge base resolutions with escalation to Level 2 and/or integration with your own team.

#### APPLICATION SUPPORT (LEVEL 2)

EHR and third-party application support, patches, upgrades, and break-fix, and management of resolutions with client or third-party vendors.

#### LEGACY SUPPORT

Support and application services for organizations converting to a new EHR. Provides user support and maintenance, reporting, and related application services until the organization is fully-transitioned.

*“Arden receives excellent service and we are expanding our footprint with CereCore. The rigor with which CereCore trains their employees is one of the major reasons why they're successful. Another is their willingness to sit down and talk through issues to create a mutually beneficial arrangement in terms of service, cost, and metrics.”*

**LARRY SCHUNDER**  
Chief Technology Officer  
Arden Health



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### ABOUT US

CereCore® provides EHR implementations, IT and application support, managed services, technical staffing, and CIO advisory services to hospitals and health systems nationwide. Our heritage is in the hallways of some of America's top-performing hospitals as leaders in technology, operations, data security, and clinicians. We bring our unique perspective as hospital operators to every client engagement because we know firsthand the power that aligned technology can provide in delivering care.