We focus on technology so you can focus on care

Maintaining around-the-clock access to IT hardware, network, user and systems support can be complicated and costly. With VCPI's Service Desk as a Service (SDaaS) solution, your IT support services are designed and delivered by a technology team dedicated to your business' specific applications, people and processes.

Service Desk

We speak your language

In the 24/7 long-term and post-acute health care (LTPAC) industry, maintaining around-the-clock access to IT hardware, network, user and systems support is no longer a luxury, but a requirement. Even with a relatively low call volume, your IT support team may not be enough to adequately cover the increasing demands on technology, due to supporting more applications and devices. VCPI^{SM} can handle all of your IT support, or enhance your in-house team with a flexible, customized solution to fit your needs today and into the future.

Because we focus exclusively on technology solutions for LTPAC clients, we know the increasing pressure you're under to deliver quality-centric, outcomes-based health care efficiently, effectively, and affordably. Outsourcing your service desk support to VCPI will allow you to focus on care while we concentrate on your IT challenges.

All Service Desk personnel are dedicated to best-in-class response and support of their client's specific applications, people and processes. They'll communicate within your organization in relevant and understandable language, for better support and a more relaxed and productive dialog.

CARE Teams

Service Desk CARE Teams are committed to providing custom solutions and fast resolutions

For clients with higher call volumes, VCPI assigns a dedicated CARE Team Service Desk Lead and designates analysts who become intimately familiar with your business needs, applications, personnel and processes. As a result, you receive improved communication, faster resolutions and increased technology uptime so you can focus on care.
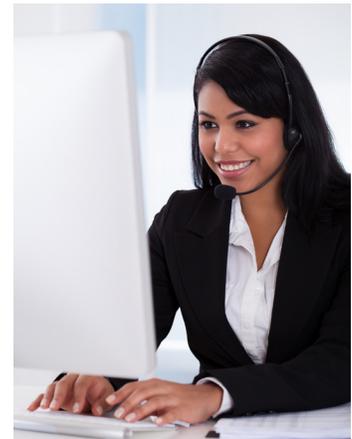
VCPI^{SM} Advantage

VCPI's experience, expertise and depth of response

By tapping into VCPI's Service Desk shared service model of people, processes, and a proven enterprise service center, you avoid spending valuable time and resources recruiting, training, managing, scheduling, replacing and paying your highly-skilled IT staff to work on technology issues that must be solved quickly. VCPI's IT and applications experts have skills and experience levels that surpass many in-house standards.

- Service Desk personnel are U.S.-based, primarily located in the Midwest.

- All are trained in HITECH and HIPAA so they understand the health care industry's confidentiality laws and patient record sensitivity.

VCPI
IT Solved.

- Proven experience in supporting the unique needs of LTPAC caregivers for more than 15 years.

- Bachelor's degrees are required to ensure they have the knowledge and capability to provide first-class support.

- All receive a minimum of two months classroom training, plus on-site provider field experience and continuous on-the-job training.

- Our Service Desk team is certified in A+, N+, Security +, IBM, Novell, Microsoft, ITIL, HDI, plus many more. And, they must maintain their continuing education and certification requirements.

- Clinical experts are AANAC-RAC-CT certified.

- VCPI will work within a client-based ticketing system or provide a VCPI-outsourced solution.

Service Desk Components

VCPI customizes your Service Desk solution so you'll get what you need, when you need it.

VCPI offers IT support that supplements your in-house team, or provides full-time, 24/7 response.

- Password resets, configuration and user settings and other common user issues

- Printer, workstation, thin client and mobile device issues

- Basic network, telephony and application/software issues

- Account setups and shut-downs and other provisional (e.g., move/add/change) requests

Your VCPI Advantage

The end-to-end support you need, from the technology leader dedicated to LTPAC

With VCPI, you get a commitment that goes beyond best-in-class IT solutions. We exclusively solve LTPAC business challenges and better enable you to provide quality care to your residents and patients. Your satisfaction and success are our top priority. Here's what our clients have said about VCPI's Service Desk:

- "Matt did a great job on following through with investigating this incident. I was very impressed that he got back to me and provided us with additional information and feedback."

- "I do not know how we would function without them!"

- "Thank you so much for helping me - I feel like you read my mind and were able to do what I needed so that my job is easier."

- "Thank you for fixing things so quickly!"

- "I truly appreciate the kind words and assistance from your representatives."

Contact VCPI at 1-877-908-8274 or visit www.vcpi.com today.

About VCPI

Since 2000, VCPI's customized IT solutions have solved business challenges inherent in the long-term and post-acute health care (LTPAC) industry and have enabled clients to focus on taking care of patients and residents. Headquartered in Milwaukee, Wis., our nationwide client base relies on VCPI (Virtual Care Provider℠) experts to deliver innovative and LTPAC-exclusive solutions.

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