

Modernizing Healthcare IT



Leidos is a recognized leader in enterprise IT optimization across the world. Driven by our diverse and talented workforce, we enable our customers to achieve their healthcare objectives and IT business goals by delivering purpose-built solutions, cybersecurity as a standard, efficient project delivery, and end-user satisfaction.

Ranked #1 on the Top 100 information technology and system integration contractors list by *Washington Technology*, Leidos has the depth and scale to provide IT processes, enterprise services, experts, and training to meet the constantly evolving healthcare needs at speed. Efficiency comes with experience, and our experience in cloud, automation, DevOps, continuous delivery and reuse-sharing is second to none. We also go a step further by applying our data analytics expertise to continually monitor and take action on technical performance metrics including service cost, quality, and risk.

OUR APPROACH TO VALUE CREATION

At Leidos, we understand that organizational objectives are accomplished by people, but enabled by IT. That's why we take a user-centric approach to enterprise IT optimization that focuses on the user and the patient first and foremost, while not losing sight of the IT backend. Once we have the user-centric solution in place, we leverage automation and re-use to create the best value in a range of managed service solutions.

OUR MANAGED SERVICE SOLUTIONS

Cybersecurity

- ▶ Proactive monitoring, response and remediation
- ▶ Operational assessment and support

Service Desk

- ▶ Tier 1 problem resolution and support
- ▶ Clinical service desk
- ▶ Field services and desktop support

Application Support

- ▶ Tier 2 and 3 clinical, ancillary and business applications
- ▶ Problem resolution/project support

Data Center Optimization

- ▶ Optimization, design, management and consolidation
- ▶ Migration management and support

Network Support

- ▶ Network management and support
- ▶ Design, optimization, problem resolution

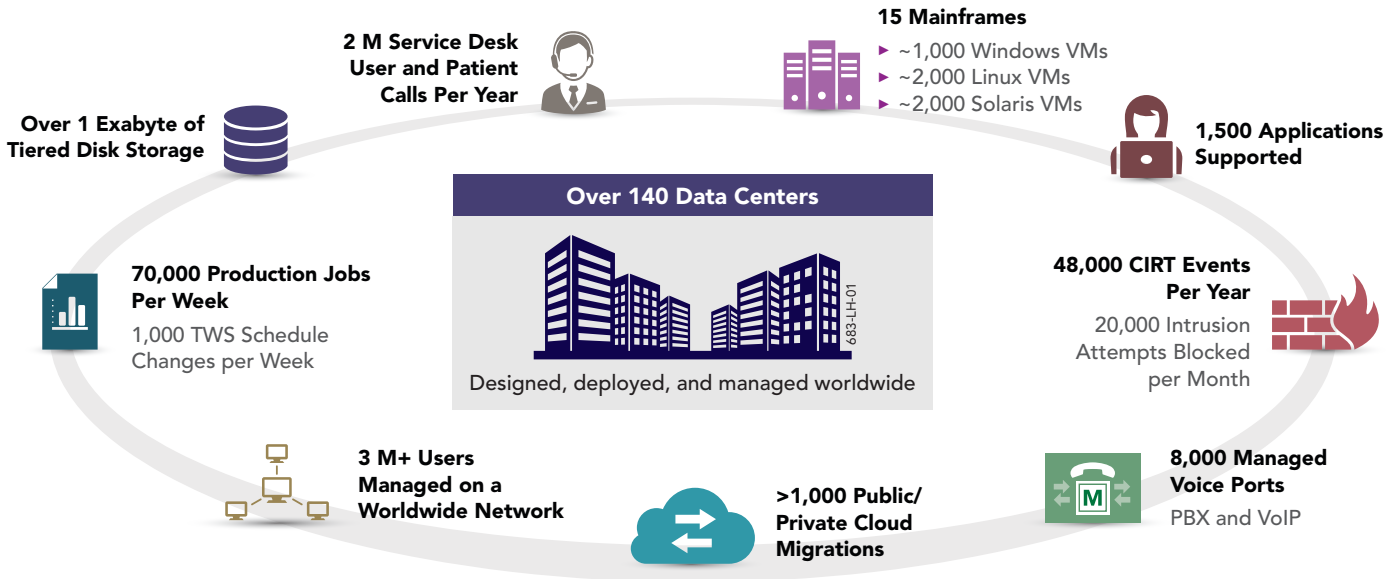
Hosting

- ▶ Storage, Cloud, Private, Public, On-Prem
- ▶ IAAS, PAAS, SAAS
- ▶ Disaster recovery and redundancy



OUR CAPABILITIES

We deliver IT modernization services to a variety of healthcare customers including hospitals, health systems, and federal health organizations. Having deployed and managed over 140 data centers worldwide, we have the breadth, depth, scalability, and efficiency to help you achieve your organizational goals.



OUR PROVEN EXPERIENCE

We have demonstrated value and experience in providing large scale managed service solutions.

Novant Health

- ▶ Supported over 30 applications across multiple vendors, including 15 MEDITECH applications
- ▶ Logged and resolved over 2,500 service desk tickets and 2,000 work orders with 100% compliance to KPI's

Social Security Administration

- ▶ Leidos managed IT services program supports more than 1,000 applications, 2 data centers, 547 Petabytes (PB) of data, and 1,853 databases attaining 99.99% availability
- ▶ Managed the PII of more than 400 million people, and 32 million transactions per day without any breaches or intrusions

UNC Health Care

- ▶ Supported 86 applications across eight application vendors, including Cerner (Siemens), McKesson, and MEDITECH
- ▶ Responded to over 3,000 calls per month with an average speed to answer of 10 seconds

Defense Health Agency

- ▶ The Nurse Advice Line is staffed by more than 70 nurses and responsible for over 2,000 patient calls per day, scheduling over 85,000 patient appointments annually
- ▶ Provides telephonic and telemedicine services to over 9 million dependents with a 96% speed to answer of less than 30 seconds

FOR MORE INFORMATION

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