



# Legacy Support

Improve Efficiency, Costs, and Service Levels

## LEGACY SUPPORT SOLUTIONS

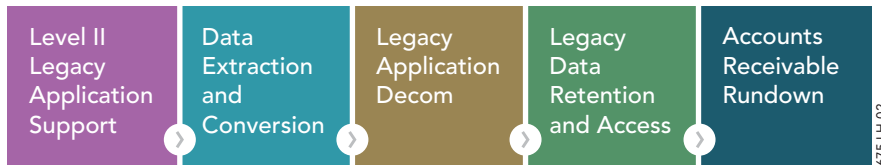
Healthcare organizations today are striving to lower the total cost of ownership of their electronic health record (EHR) systems while maintaining or improving the level of application support they provide to their user community. Through our extensive experience and detailed understanding of the staffing and processes associated with application support, Leidos Health has developed a complete offering of support solutions which can provide healthcare organizations the savings and service they need.





## END-TO-END PACKAGED SOLUTIONS

Leidos Health offers legacy support as a series of packaged solutions based on individual customer needs. Whether you need a full end-to-end service or just one or two components of our offerings, our flexibility and custom solution development will meet your needs while maintaining high quality for your end users.



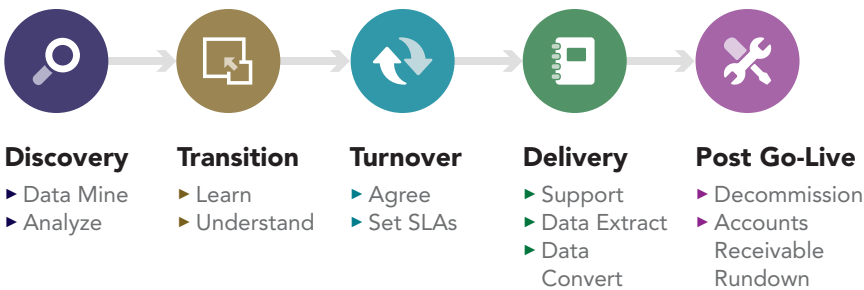
## LEGACY APPLICATION SUPPORT EXPERIENCE

Leidos Health has proven experience in supporting all the premiere EHR solutions and third-party applications across multiple customers.

- ▶ 24x7 remote or onsite support
- ▶ After hours rotational on-call support
- ▶ Application primary point of contact
- ▶ Departmental and vendor liaison
- ▶ Application break/fix
- ▶ Production system monitoring
- ▶ Batch job management
- ▶ Routine table maintenance
- ▶ Application and regulatory updates
- ▶ Small service requests
- ▶ Dedicated Customer Site Manager onsite
- ▶ SLA monitoring, tracking and reporting

## ROBUST METHODOLOGY ENSURES SUCCESS

Our methodology ensures high-quality support for your user community:



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## LEIDOS HEALTH DIFFERENCE

### Expert Resources and Comprehensive Services

- ▶ Our highly talented analysts provide a comprehensive support service whether it's to solve incidents, complete user requests or maintain the system for optimum performance and regulatory compliance.

### Flexible Staffing for Your Environment

- ▶ We have access to a large pool of resources that can help you in your hour of need whether it's a large or small issue.
- ▶ If you are decommissioning systems throughout the project, we meet regularly to assess the monthly level of effort and will adjust the staffing accordingly.

### Proven Transition Methodology

- ▶ We help ensure that every aspect of the workflow, technical specifications and user requirements are documented and transitioned. Your staff can feel at ease that they have handed their system off to the right people.

### Proper Processes and Procedures

- ▶ We are guided by the Information Technology Infrastructure Library (ITIL) methodology for support delivery and we can integrate it into your processes.

## FOR MORE INFORMATION

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