

SUPPORT SERVICES

The Link to Life-Saving Care

Whether it's as simple as a password reset or supporting your critical clinical applications, we have the people and experience to cover your needs. We offer support for both transition periods as well as complete outsourced solutions that exceed industry standards in customer care. Because we want to provide you with the most cost-effective solution, our support can be used as a shared or dedicated service depending on your project needs. We work with you and on your behalf 24x7x365 to resolve issues without disrupting your staff and providing them the freedom to focus on critical projects and deliver better patient care.



First Call Resolution

With call volumes and costs on the rise, your in-house staff may be struggling to provide quick answers, keep hold times and abandonment rates low and deliver first call resolutions with reliable information. Our team of professionals deliver the customer service levels your end-users deserve while reducing your operating expenses. Through our system, we can track the volume of calls and incident resolutions and deliver reports that measure our performance and quality of service.



Application Support

Our support team is comprised of experts with operator experience across multiple disciplines that can provide support for an ever-growing list of applications. We go beyond the major EHR vendors such as McKesson, MEDITECH, SIEMENS, EPIC, Allscripts and NextGen and work closely with your staff to identify each application support need and the best approach to finding a solution.



Legacy Support

As you're converting to a new EHR system, we keep your existing EHR current by making necessary changes and updates during implementation without disrupting your staff or patients. We lower your costs by supplementing your devoted in-house resources with an experienced IT staff. So your team can focus on critical projects and patient care, we facilitate a quick transition by implementing full support for your application in as little as 30 days.

Discover how we can work together.

[cerecore.net](https://www.cerecore.net)

> OUR SERVICES

CereCore provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with CereCore we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

TODD HATTON

Associate CIO

Saint Luke's Health System



LEVEL 1 HELP DESK

- + Leverages ITIL
- + Broad Basic Knowledge Set
- + Initial Point of Contact
- + Captures Incident Detail
- + Basic Network Troubleshooting
- + Assistance with Desktop Applications
- + Password resets
- + 100% U.S. Based
- + Bilingual



APPLICATION SUPPORT

- + Leverages ITIL
- + EHR application support
- + EHR related third party application support
- + Focused on break/fix issues
- + Manage vendor engagement with EHR
- + Coordinate with local IT staff and third party vendor engagements
- + 100% U.S. Based



LEGACY SUPPORT

- + System Application Support
- + Content Updates
- + EHR Updates



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ABOUT US

CereCore provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 400 clinical and technical professionals, CereCore has implemented EHR systems in more than 300 facilities. CereCore offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.