

## LTPAC IT solutions built on everyday service

Commit. Advocate. Respond. Empower.

Every day, it's the promise you make to your healthcare community. And it's at the heart of vcpi's CARE Program promise to you: reliable technology and a dedicated IT service team that focuses on you, so you can focus on care.



As a vcpi client, you will have a dedicated CARE Team of vcpi professionals to ensure the highest levels of technical acumen and accountability. Led by a CCIO, your CARE Team members are tailored to your customized solution and become intimately familiar with your business needs, applications, personnel and processes.

**As a result, you'll see improved communication, faster and more accurate responses, increased technology uptime and more customized IT solutions.**

Our CARE Teams take the "right-sized" team approach. There is one working supervisor, one to two senior analysts, and anywhere from five to nine technical analysts, depending on your needs. In addition to the Service Desk team, your CARE Team may also include a Technical Account Manager, Systems and Network Engineer, Project Manager, Clinical and Financial Healthcare Application Support and/or Client Services.

### Commit

We dedicate a CARE Team to each client that includes technology specialists tailored to the services provided, to act quickly and effectively on your behalf.

### Advocate

A Consulting CIO leads each CARE Team, developing a deep understanding of your business systems, applications, users and processes to provide timely and effective technology solutions designed to innovate your business.

### Respond

We quickly and actively engage with you at all levels to ensure technology enables you to focus on care.

### Empower

We offer a suite of technology tools, training, services, and support that will inspire confidence and empower independence for your end users.