Field services

≋vcpi

Support, where you need it

Our Field Engineers are your personal onsite IT professionals. Working exclusively in the LTPAC environment, our experienced, certified field personnel know the layout of your facilities and understand your time is better spent with your patients and residents, not on resolving IT issues.

Field Services guides the transitioning of your networks and devices, provides support and training, and executes site assessments at your facilities. They can communicate effectively with your staff, regardless of technical proficiency, to create an efficient, understandable deployment plan and ensure a user-friendly experience throughout the entire conversion or "go-live" process.

They're also integral in your complete support by providing our other vcpi professionals with the equipment location and system information they need to troubleshoot and support your technology needs going forward.

Field Engineering provides you an individual from a team of highly skilled professionals who reports to you on a full- or part-time basis. Facility-embedded engineers not only know your system, they become familiar with your culture, thus enabling more effective communication and a more proactive response to your everyday needs.

Your advantage

- Have a dedicated onsite IT professional, full- or part-time

- Provide service that best fits users' needs and skill setup to save clients time and money