SDaaS (Service Desk as a Service)

≈vcpi

Leverage our U.S. based IT experts to support your staff 24/7...

Providing care for patients and residents is a 24/7/365 labor of love. Maintaining around-the-clock access to IT hardware, network, user, and systems support is essential to providing high quality care. At vcpi we understand the unique world of LTPAC and can handle 100% of your IT support needs, or supplement your current in-house team.

Our team is dedicated to best-in-class response and support of each LTPAC client's specific applications, people, and processes.

We know that the end users are not always familiar with the technology they are using. That is why our support desk professionals communicate with your staff in relevant and understandable language, to provide better support and a more productive dialogue.

Our CARE teams are committed to providing custom solutions and fast resolutions. Each client receives a dedicated CARE team service desk lead and analysts who become intimately familiar with your business needs, applications, personnel, and processes. This enables us to deliver better communication, faster resolutions, and increased technology uptime.

By tapping into our service desk shared service model of people, processes, and an enterprise service center, you avoid spending valuable time and resources recruiting, training, managing, scheduling, replacing, and paying your highly-skilled IT staff to work on technology issues that must be solved quickly. Our IT and applications experts have skills and experience levels that surpass many in-house standards.

Contact vcpi today to learn how we can provide you with an SDaaS solution tailored for your current and future needs...

Why vcpi...

- 100% U.S. based team, primarily located in the Midwest

- All personnel are trained in HITECH and HIPAA, so they understand the industry's confidentiality laws and patient record sensitivity

- 15+ years experience as an SDaaS provider to LTPAC and senior living

- Our analysts have bachelor's degrees to ensure they have the knowledge and skill to provide first-class support

- All analysts receive a minimum of two months classroom training, onsite provider field experience and continuous on-the-job training

- Our team maintains certifications in A+, N+, Security+, IBM, Cisco, Microsoft, ITIL, HDI and much more

- All clinical experts are AANAC-RAC-CT certified

- We can work within your ticketing system or provide a vcpi-sourced solution

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