

FULL AND PARTIAL IT OUTSOURCING:

We manage every client's staff and technology as if they were our own.

Phoenix has provided IT outsourcing services over 25 years to over 100 hospitals. Our methodologies are time-tested and very flexible, enabling us to tailor the right solution for every hospital's needs and budget.

Phoenix outsources discrete functions such as IT infrastructure, Service Desk, or a dedicated CIO – or we can outsource all IT department functions. Our services are provided both onsite and/or from our Dallas-based Service Center.

Our goal is to develop a “trusted partnership” where a hospital contracts with us to apply measurable, industry standards to resolve internal issues or crises – or to help the organization move forward with new strategic initiatives. Solutions include:

- **IT Department Management:** Phoenix provides and manages the hospital's on-site CIO, with additional support available on an on-call basis. We also provide second level IT management and applications support.
- **IT Operations:** We provide and manage staff needed to operate and maintain the hospital's computer systems.
- **24 X 7 X 365 Service Desk:** Phoenix provides Service Desk support, including clinical systems support, either onsite or at our state-of-the-art Dallas Service Center. Hospital user requests are received and resolved seamlessly, under stringent ITIL standards.
- **PC Support:** Our highly experienced PC specialists will support the hospital's PC-based software applications, including configuration and troubleshooting.
- **Network Support:** We offer expert network engineers to manage and troubleshoot the infrastructure, and ensure secure integration of the hospital's information systems.

Phoenix provides real time SLA, budgetary and issues tracking, including regular client reporting. Every engagement is led by an Officer in Charge as the single point of accountability to your executive team. Stringent quality assurance management is the foundation of our performance and has resulted in many contract renewals by our clients.

HIGHLIGHTS

IT outsourcing has been a cost-effective, flexible alternative that has worked for our hospital clients large and small. Outsourcing enables hospital staff to focus on their goals and core competencies – while we deploy senior professionals to manage the complexities of IT. We work closely with your leadership to ensure open dialogue and reporting.

Our approach: First, a team of Phoenix' senior analysts assesses your existing environment, staffing, and technology as they relate to the hospital's needs and strategic objectives. Working with your leadership, we define strategies to achieve your goals, and recommend approaches necessary to ensure measurable results and user satisfaction.

Unlike firms with a “one size fits all” approach, we then customize a solution to address your organization's needs, budget and goals.

Phoenix is a vendor-independent outsourcing firm.

For more information, contact:
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