



Bringing Innovation to Federal Healthcare and Public Health Agencies

Contributing to Client Success: The National Women's Health Information Center (NWHIC)

Perot Systems supports the operation, maintenance, and updating of the womenshealth.gov and girlshealth.gov websites along with the resource database. Our work has helped NWHIC earn numerous awards over the years, most notably the GovExec's prestigious Grace Hopper Government Technology Leadership award.

Womenshealth.gov has been repeatedly recognized as one of the top scoring federal sites for customer satisfaction, and scored higher than any commercial site except amazon.com (according to results from the American Customer Satisfaction Index E-Government Satisfaction Index study).

Perot Systems understands the business of health. We deliver the latest technology and business process services that help more than 1,000 hospitals and health systems along with more than 30,000 healthcare providers successfully fulfill their mission to serve the public. We also help health insurance companies improve their business procedures as they manage benefits for more than 65 million plan members. In addition, Perot Systems has a distinguished record of service in the federal health sector including work with the Department of Veterans Affairs, the Department of Health and Human Services, and other prominent agencies.

By combining our deep commercial industry and public service experience, we deliver the energy, vision, capability, and commitment to work side-by-side with federal health clients to address their most complex challenges. Our knowledge of health data, standards, and systems helps us improve research and surveillance, better track program performance, and manage the impacts of changes in health policy.

Perot Systems offers a full suite of proven information technology and business process solutions designed to help you improve the delivery of care, provision of benefits, and the formulation of policy affecting public health.

Applications

- » Cost of ownership reduction
- » Clinical systems implementation
- » Application evolution
- » New application development
- » Functionality expansion
- » Testing and evaluation
- » Software development lifecycle support
- » Applications support
- » Legacy applications experience
- » Research systems implementation
- » Hosting

Consulting

- » New solutions identification
- » Clinical systems assessments
- » System performance improvement
- » Applications maximization
- » Enterprise strategy
- » Infrastructure benchmarking
- » Knowledge management
- » Systems security
- » Systems consolidation

Business Process

- » Contact center management
- » Revenue cycle management
- » Process support
- » Back office management
- » Administrative services
- » Processing capabilities
- » Financial transaction assistance
- » Health insurance processing and benefits
- » Temporary staff augmentation

Infrastructure

- » Clinical systems deployment
- » End-to-end infrastructure operations and maintenance
- » Network management services
- » Data center services
- » Hardware break/fix and depot services
- » Virtualization (desktop, server, and storage)
- » IT systems consolidation
- » Information assurance and data portability

We believe federal agencies should expect more from their service providers. That's why Perot Systems embraces performance-based contracting and remains flexible so we can adjust as your mission requirements change. Our solutions help you drive efficiency, reduce costs, and improve decision-making.

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An Industry Leader

KLAS Rankings*

In the Top 20 Best in KLAS Awards 2008 report, Perot Systems was ranked #1 for Clinical Implementation Services.

- Perot Systems is the only professional service firm where all detailed performance scores are above the industry average.
- Perot Systems had the highest percentage (75) of clients that utilized the company for Extensive Clinical Workflow Redesign, as well as the highest overall score for implementing Workflow Design.

Gartner Rankings**

In 2009, Gartner found Perot Systems to be a "Leader" in the Magic Quadrants for:

- Desktop Outsourcing Services, North America
- Help Desk Outsourcing, North America

Black Book Awards

In the Black Book of Outsourcing Healthcare Industry survey, Perot Systems earned top rankings as:

- Highest rated vendor for Revenue Cycle Management (2008)
- Highest full-service vendor by Hospital & Healthcare Provider clients (2007)
- Highest ranked vendor in infrastructure and applications outsourcing (2007)

Examples of What We Do for Our Federal Healthcare Clients

Department of Veterans Affairs (VA)

- » On the cutting edge of transforming care

Perot Systems is committed to the VA's mission of delivering the highest quality of healthcare to our nation's 23 million veterans. We play an instrumental role in upgrading the VA's clinical IT systems while maintaining current systems.

Our company provides information technology and systems services for a number of the VA's most critical programs. We deliver technical management and applications development for the current VA electronic healthcare system, VistA; and we also manage frontline technical support for the HealthVet initiative as it evolves into the Agency's next-generation electronic medical records system. Our team helps the VA improve identity management systems and patient health records tracking so that it can better track and learn from patient movements among network hospitals. We are also providing support on the cutting edge of the VA's data quality program that aims to improve treatment standardization.

Centers for Disease Control and Prevention (CDC)

- » Consolidating and improving IT services

The CDC was looking for cost-effective support for its IT infrastructure while maintaining a high quality of service. Perot Systems helped consolidate 17 individual help desks into one Service Desk for the Information Technology Services Office (ITSO). This consolidation effort helped to standardize hardware and software throughout the agency. ITSO became the first federal civilian agency to be recognized as a High Performing Organization based on the results of this consolidation project.

Today, Perot Systems provides the full range of infrastructure and support services to more than 14,000 CDC end-users in the United States and more than 30 other countries primarily in Africa, Asia, and the Caribbean. We also support the agency's Global Activities team using solutions and infrastructure that we manage to track and combat the spread of HIV/AIDS and other infectious diseases around the globe.

National Institute of Allergy and Infectious Diseases (NIAID)

- » Supporting the mission through innovative IT solutions

Perot Systems provides primary infrastructure services, network engineering, applications development and maintenance, and customer support services to more than 3,800 NIAID end users. Our services support NIAID's mission to conduct and support research and ultimately prevent or treat infectious, immunologic, and allergic diseases such as AIDS, malaria, and other emerging diseases. Perot Systems optimizes the use of hardware and software and helps researchers understand how IT can assist in meeting their research objectives. Our leading infrastructure systems protect, analyze, and store large volumes of critical research data as we provide international server and storage support for collaborative research efforts both domestically and in developing countries.

To discuss how we can help you meet your mission, we invite you to contact us.

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