



Federal Healthcare and Public Health Agency Services

Bringing Innovation to Healthcare

Perot Systems Government Services, now Dell Services Federal Government, understands the business of health. We deliver the latest technology and business process services that help 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. Our distinguished record of service in the federal health sector includes 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 customers 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.

Our full suite of proven information technology and business process solutions is 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

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

Consulting

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

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

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

We support 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).

We believe federal agencies should expect more from their service providers. That's why Dell Services 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.

Bringing Innovation to Federal Healthcare and Public Health Agencies

An Industry Leader

KLAS Rankings

Ranked #1 by KLAS in the February, 2009 Specialty Report for Market Segment-Clinical Implementation Principal*

The only Clinical Implementation Principal firm in the report where all detail Performance Indicator Scores are above the industry average.

Gartner Ratings**

Dell is rated #1 for IT Services in the worldwide healthcare market, based on 2009 revenue.

Gartner IT Services Market Metrics Worldwide Market Share: Database; April 13, 2010

In 2010, Gartner rated us as "Strong Positive" (the highest possible rating) in its MarketScope North America Report for:

- Data Center Outsourcing

In 2009, Gartner rated us as "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, we earned top rankings as:

- Highest rated for "Vendor Overall Preference" in IT outsourcing (2009), for the fourth consecutive year
 - » Highest rated "Top Vendor by Function" (2009) in the areas of Applications Development and Maintenance, Revenue Cycle Management, and Clinical Data Initiatives

The Black Book survey is conducted independently by Datamonitor, and is administered to hospitals, physicians, group practices and other providers.

Note: KLAS rankings and Gartner Desktop and Help Desk Outsourcing were for Perot Systems, which is now part of Dell Services

Examples of What We Do for Our Federal Healthcare Customers

Department of Veterans Affairs (VA)

On the cutting edge of transforming care

We are 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.

Perot Systems Government Services, now Dell Services Federal Government, 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 HealtheVet 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 Government Services, Inc., an indirect wholly-owned subsidiary of Dell, Inc. (Dell Services Federal Government), 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, we provide 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 Government Services, now Dell Services Federal Government, was engaged to provide 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. We optimize the use of hardware and software, and help 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 in both domestic and developing countries.

[For more information about any of our service offerings, please contact your Dell representative or visit \[dell.com/services\]\(http://dell.com/services\).](#)

*"Maximizing Your Consulting Investment: A Report on Healthcare IT Consulting Services," February 2009. KLAS Confidential Information. © 2009 KLAS Enterprises, LLC. All rights reserved. www.KLASresearch.com

**The Magic Quadrant is copyrighted March 2009 by Gartner, Inc. and the MarketScope for Data Center Outsourcing, North America is copyrighted March, 2010 by Gartner, Inc. and both are reused with permission. The Magic Quadrant is a graphical representation and the MarketScope is an evaluation of a marketplace at and for a specific time period. They depict Gartner's analysis of how certain vendors measure against criteria for those marketplaces, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted, and does not advise technology users to select only those vendors with the highest ratings. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Applications Business Process Consulting Infrastructure Support

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