

InsidePerspective

ACHIEVE THE POWER OF MEDITECH

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Technology Integration Support—Providing full support for your MEDITECH System

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Today's IT solutions to run and support Health Care Information Systems (HCIS) require a multi-vendor environment, pairing software with infrastructure to accomplish the processes of backup, virtualization, and disaster recovery, to name a few. And as we increasingly rely on technology to support clinical workflows and maintain compliance with regulations, it's only going to get more complex.

Today's combination of infrastructure and software to execute a process or implement the HCIS is a perfect example of synergy; supporting it effectively requires a big picture view. To take a tunnel-vision approach by only looking at the individual components makes troubleshooting and issues identification both slow and difficult. Standard manufacturer's support provides necessary and important break/fix services as part of warranty coverage. But the next level of support—support for the entire solution, across multiple vendors—is a critical piece in the ongoing management and maintenance of the MEDITECH environment.

And that's where our Technology Integration Support comes in. Our holistic view of the MEDITECH environment provides a unique, and vital, perspective on your HCIS operations. The MEDITECH Solutions Group within Perot Systems has a dedicated team of knowledgeable, trained Support Engineers who are expert in multi-vendor MEDITECH solutions. They're able to replicate issues in our Lab environment, and coordinate the resolution of complex problems. And, when required, they know how to leverage our partner relationships to expedite service.

It's all about interoperability between software and hardware. For example, a backup solution like Integrated Serverless Backup (ISB) and Integrated Disaster Recovery (IDR) allows components to be combined and configured to work together to accomplish complex processes. These backup strategies provide a way to rapidly and reliably move data to the SAN, reducing the burden on the MEDITECH system. The interoperability inherent in the solution design leverages the capabilities of the components.

But what happens if something isn't working properly? It can be difficult to identify which aspect of the solution is at fault. You can always call the manufacturer for support, but which one? Some problems are obvious, but some require detailed analysis to determine the root cause. The issue could be with the backup software, network, or hardware. For an IT professional responsible for maintaining the entire environment, managing support issues that span across the infrastructure can be problematic.

That's where our Technology Integration Support team provides tremendous value. We look at issues from every angle, in the context of the MEDITECH environment. We provide a single point of contact to help you maintain your MEDITECH system. And we stay on top of the latest enterprise developments through continuing education and certification in partner technologies.

Our recent work at Doylestown Hospital in Pennsylvania is an example of how our unique combination of skills benefits our customers. "The Technology Integration Support specialists from Perot Systems have been an extension of our team," stated Robin A. Hall, Assistant Director, IT, Doylestown Hospital. "They have worked with us to manage the complexities of implementing new technology while migrating from MAGIC to Focus 6.0. Their expertise, level of knowledge about MEDITECH, and customer-centric approach enable them to identify

potential issues and prevent problems. Their strong relationships with technology partners, together with access to the engineers who designed the system, enabled them to expedite and coordinate resolutions that have kept our systems up and running."

Chris Mellyn is an Associate Product Manager for the MEDITECH Solutions Group within Perot Systems. She is responsible for the development, launch, and ongoing management of several of our technical and consultative service offerings. She has several years of program development experience, as well as hands-on MEDITECH application experience. You can reach her at meditechsolutions@ps.net.