

CASE STUDY

Academic Medical Center in Pennsylvania



A multi-hospital health system serving patients and communities across central Pennsylvania, embarked on a roadmap to upgrade their IT systems to adequately support their accelerated growth. A decision was made to engage in a multi-year healthcare IT system upgrade. Leveraging their internal IT personnel to drive the innovation roadmap, they partnered with MedSys Group to manage daily operations with Legacy Support.



THE CHALLENGE

This health systems roadmap would include replacing and standardizing their legacy systems for telecom, PBX, and call tree (a system to notify of an event and coordinate recovery). Instructing the internal IT staff to implement these advanced technologies would require a great deal of knowledge transfer of training and support of the new systems. This however would introduce potential deficiencies in daily support operations of current applications.

After a comprehensive evaluation, they agreed that the best decision to successfully implement new IT technologies was to bring on an external team to oversee the legacy system and free up their internal IT team. After completion of an extensive RFP process, the business was ultimately awarded to MedSys Group.



THE SOLUTION

MedSys Group collaborated with them to conduct a thorough discovery and evaluation of current services, leading to the implementation of legacy support that would fulfill the short- and long-term needs. They organized a team of professionals to seamlessly oversee the day-to-day management of the legacy systems. This gave the internal IT team the time to focus on the design and execution of new IT systems through each stage of the implementation process. Upon completion, the IT team will have undergone the required training and knowledge transfer needed to confidently support the new systems and manage daily operations.

THE RESULTS

The implementation of the new IT system is still successfully underway and making great progress. A consultant review showed a very favorable level of satisfaction with the support provided by the MedSys Group Client Success Team.

MEDSYS GROUP LEGACY SUPPORT SERVICES

MedSys Group can provide full or partial legacy support services, customized to meet your specific short- and long-term needs. We have the flexibility to fit in with your existing IT systems and processes while providing measurement of SLA, OLA and/or KPI success. Our IT professionals can provide services from project management, daily operational support services, testing, issue resolution, design, development, and more.



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