

# CASE STUDY

## Penn State Health

Penn State Health, 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. To ensure an efficient, timely transition and implementation of the new IT systems, Penn State Health decided to leverage their internal IT personnel to drive the innovation roadmap.



### THE CHALLENGE

Penn State Health's 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 Penn State Health 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, Penn State Health agreed that the best decision to successfully implement new IT technologies was to bring on an external Managed Services 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 Penn State Health to conduct a thorough discovery and evaluation of current services, leading to the implementation of Managed Services 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 Penn State Health legacy systems. This gave the internal Penn State Health 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 Penn State Health IT team will have undergone the required training and knowledge transfer needed to confidently support the new systems and manage daily operations.

## THE RESULTS

As of the date of this publication, the implementation of Penn State Health's new IT system is still successfully underway and making great progress. The MedSys Group Managed Services team remains in place and continuing to support the legacy IT systems of Penn State Health.

A recent consultant review submitted to Penn State Health showed a very favorable level of satisfaction with the support provided by the MedSys Group Managed Services team.

## MEDSYS GROUP MANAGED SERVICES

MedSys Group can provide full or partial Managed 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.

Working with MedSys Group IT professionals gives your organization the flexibility to move forward with innovations, compliance changes, critical system upgrades and technologies, while the MedSys Group Managed Services team steps in to seamlessly engage in ongoing support of your legacy systems.



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