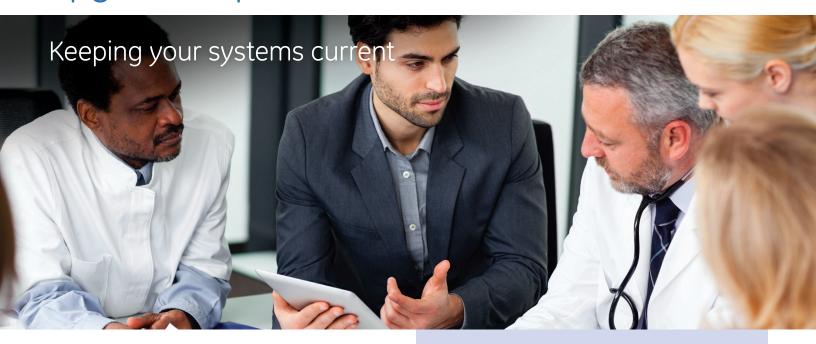
# GE Healthcare

# Healthcare IT Services Upgrade Implementation



Whether managing through a consolidation, or seeking to address new user requirements, upgrading to the latest software can help you increase system and staff productivity. With GE Healthcare's Upgrade Implementation service, you can keep your IT solutions up-to-date with the newest functionality without burdening your IT staff or causing significant downtime.

GE Healthcare provides a well-planned and executed upgrade implementation. These services deliver key enhancements to help you improve the value of your investment while reducing operational disruptions.

## DECREASED DOWNTIME

Off-hour upgrade deployment gives you the flexibility needed to decrease functional downtime.

# IMPROVED ORGANIZATIONAL VALUE

Deploying the most current software can help you deliver on the clinical and operational value promised to staff.

#### **RELIABLE IMPLEMENTATION QUALITY**

Backed by decades of experience with GE Healthcare software, our project and technical specialists have the expertise to perform your system upgrade efficiently and successfully. With decades of experience, our Upgrade Implementation team has the project management expertise, technical capability and product knowledge to successfully upgrade your system to the newest version. GE Healthcare customers report high levels of satisfaction with this service.

- 91% of customers were satisfied with GE Healthcare IT upgrades
- 90% of customers were satisfied with the upgrade implementation
- 96% of customers were satisfied with the professionalism of upgrade staff
- 97% of customers were satisfied with the knowledge of the upgrade staff

Source: GE Healthcare's Internal Customer Satisfaction Measurement System, October 2013  $\ensuremath{\mathsf{YTD}}$ 

**66** She [our GE Healthcare representative] was very organized and kept us on track during the project. She was always quick to respond to questions or problems. The upgrade team was very helpful and quick to turn around cases. They were exceptional in turnaround time and helping with education on some new features. The team was also very supportive on go-live weekend and quick to resolve any critical issues.



Flexible Upgrade Implementation services from GE Healthcare can be tailored to deliver the level of service appropriate to your particular system UPGRADE IMPLEMENTATION COMPONENTS

Software Update	Delivery of software containing new version and/or update
Documentation/Customer Portal	Functionality descriptions and utilization guidance
Upgrade Roadmap Communication	Pre-upgrade communication about versioning and enhancements
Remote Technical Assessment	Identifies system modifications required to enable the update
Remote Installation Assistance	Remote technical support to answer questions about the update
Test Environments	System implemented in non-production environment for testing
Project Manager	Assists customer with project planning and execution
Upgrade Project Plan	Project management tool identifying activities, deliverables, and timing
Installation	Software installed remotely or at customer site
Flexible Scheduling	Off-hour option for upgrades

GE Healthcare services are designed to connect productivity with care by increasing usability, enhancing performance, and optimizing a solution's return on investment. We can easily incorporate services from the categories below with your Upgrade Implementation.



# Consultation Increases employee and IT system productivity



Education Drives understanding and increases adoption by leaders and staff

imagination at work



Implementation Delivers high adoption right from the start



Support Reduces unplanned downtime, promotes resilience, and enhances usability throughout



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## Customization

Diminishes disruptions, responds to required changes, and optimizes productivity



Reduces uncertainty and long-term expenses while staying focused on your organization's patient care mission

#### Learn more about Healthcare IT Services at www.gehealthcare.com/ITservices.

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