

Patient Care Should Be Your One and Only Concern

Technology is challenging business leaders in the healthcare industry to keep up with digital change at unprecedented rates. Adapt, innovate and grow or get left behind. Whether it's embracing virtual reality tools such as the Microsoft HoloLens to educate patients and students on how a healthy heart is supposed to function, or moving to Office 365 for more efficient ways of running a hospital, technology is constantly testing employees in the healthcare industry to balance technology and patient care.

We understand that in today's digital world, modern healthcare is complex, making it critical for employees to know how to proficiently use technology and keep step with the pace of change. For 25 years, our healthcare clients have relied on Vitalyst to digitally transform, allowing them to provide superior patient care.

Vitalyst has worked with clients using a "divide and conquer" strategy. That means, your in-house IT desk can focus on key technologies that are critical to running the business of patient care. At the same time, you can rely on Vitalyst to work as an extension of your help desk, providing expertise on the latest technologies through an end-to-end digital adoption solution to make sure your administrative users can run the overall day-to-day of the business.

A Look at our Digital Adoption Solution

▶ Software Coaching

Give your employee's technical support resources, so software problems never slow your health system down.

▶ Learning Services

Offer educational resources in many formats to meet a multi-generational workforce and ensure adoption of new technology.

▶ Reporting and Analytics

Power smarter technology and financial decisions while uncovering new insights into your business with big data.

▶ Professional Support

Give employees the expertise and support resources they need to help manage change.

Benefits of Partnering with Vitalyst

- Ensures patient care is a first and foremost priority by freeing up the service desk to handle support for mission-critical applications
- Drives adoption of new applications through multi-channel educational services for administrative users tasked with running the day-to-day tasks of a healthcare organization
- Provides immediate support to minimize downtime for employees

Helping Our Clients Digitally Transform in the Healthcare Industry




Check out how we helped two clients we've with their digital transformation efforts. No matter what your needs are when it comes to today's technology adoption challenges, Vitalyst can help you overcome them.

DRIVING ADOPTION FOR A FORTUNE 500 US NON-PROFIT HEALTHCARE ORGANIZATION

The Challenge

- 1 Migrate 200,000 users to Office 365 and Outlook over an 18-month period
- 2 Address the need for extra support required due to anticipated call volume spike of new applications being introduced
- 3 Ensure adoption levels, increasing productivity

Our Solution

-  Provided access to live, on-demand Vitalyst Experts via phone support
-  Implemented call-out program for proactive outreach
-  Created custom how-to videos based on migration data to maximize adoption and use

The Results



- Enabled IT department to focus on deployment and network issues because Vitalyst freed up their time by delivering how-to support
- Increased perception of IT help desk thanks to excellent satisfaction and SLAs scored

SPECIALIZED MIGRATION SUPPORT FOR ONE OF THE LARGEST INTEGRATED HEALTH PROGRAMS IN THE US

The Challenge

- 1 The core focus of help desk was clinical and client care applications support
- 2 Large scale Office 365 migration from Lotus Notes made it clear that there was a major gap in Microsoft expertise
- 3 Project leadership expressed help desk bandwidth and capability concerns to handle call volume spikes adequately
- 4 Customer satisfaction was a critical factor for migration success

Our Solution

-  Provided 24x7 access to on-demand advisors for questions on how to use Office 365, along with 44 other applications
-  Developed a training program for internal help desk personnel

The Results

- Handled call volume surges (~2,000 calls/month)
- Led to excellent satisfaction and SLAs received, helping to achieve migration success

We have served leading healthcare organizations across the country and almost 300,000 of their employees. Learn how Vitalyst services and solutions can help your organization today. **Let's Talk**

About Vitalyst

Vitalyst is the global provider of client learning solutions driving digital adoption and proficiency by transforming employees' technology experience. For more information, visit www.vitalyst.com

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