



Meaningful Use Requires
Meaningful Assistance™

Maximizing IT Outcomes

maxIT Legacy Application Support Solution

Have you planned for everything?

Despite significant planning efforts, many large scale implementation projects fail to meet the timelines and costs outlined in their original project plans. Through close examination of the governance and staffing associated with these projects, maxIT has identified several reasons why these projects do not meet their intended objectives, including:

- Internal IT staff is not focused on strategic initiatives
- Staffing models are inflexible
- Backfill mechanisms do not exist
- System decommissioning plans are not created

Introducing Legacy Application Support Solution from maxIT

In order to help our clients succeed with their large scale implementations, maxIT Healthcare has created a Legacy Application Support Solution.

Based on our extensive experience and best practices, this solution is a managed service which allows clients to:

- Focus their internal IT staff on mission critical initiatives
- Realize seamless management of their legacy applications
- Tap into a flexible pool of resources
- Utilize a predictable, fixed-price backfill solution
- Develop real-time, cost-effective system and data decommissioning plans

maxIT's Legacy Application Support solution is designed to provide both the day-to-day operational application support, and the user enhancement request processing for a defined set of application systems and functions.

maxIT Legacy Application Support Solution

maxIT Legacy Application Support Operational Features

Application Services

- 24x7x365 remote or on-site support
- After hours rotational on-call support
- Application issues primary point of contact
- Service request primary point of contact
- Departmental and vendor liaison
- Application break and fix activities
- Production monitoring, scheduling, etc.
- Routine table maintenance
- Application and regulatory updates
- Small service requests
- SLA monitoring, tracking and reporting

Management Services

- Dedicated Engagement Manager
- Service delivery controls and processes
- Direct day-to-day support for team activities
- Management of staffing capabilities
- Assure SLAs are met
- Assure maxIT staff has the tools and training
- Assist with budget development and management
- Provide status and performance reporting

maxIT's Legacy Application Support Value

Strategic Alignment with Organizational Goals

- Focuses internal IT staff on mission critical initiatives
- Provides seamless and strategic management of legacy investments

Cost-Effective, Managed Solution

- Provides a predictable, fixed-cost backfill solution
- Utilizes a pool of flexible, dedicated resources
- Allows for small service requests (SSRs) > 120 hours per month

Proven Experience and Expertise

- Provides a dedicated Engagement Manager
- Assistance in application decommission planning
- Consultant team with experience across all major HIS vendors and applications

This proven expertise and experience, a relentless focus on client success, and the in-depth knowledge of over 600 consultants, positions maxIT as the perfect partner for your Legacy Application Support needs.

Contact

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