Legacy Application Support

ROI HEALTHCARE SOLUTIONS EXPERTISE

As a result of many of our customers migrating to other IT platforms, ROI Healthcare Solutions has developed extensive experience managing and delivering legacy application and system support. Our project managers, consultants, and analysts bring decades of hands-on application experience that is invaluable when it comes to ensuring a smooth transition to new IT platforms.

ROI's experience managing maintenance and support of legacy applications has demonstrated that productivity, quality and client satisfaction improve when a formal methodology is implemented. ROI's methodology incorporates planning, program management, the selection of a qualified staff, a detailed knowledge transfer and transition plan, a structured and well-defined application management plan, and metrics to measure performance, increase productivity, and add value.

The transition from legacy applications to the new technology must be seamless and uninterrupted. When you partner with ROI, we become more than just a consulting partner. We act as an extension of your existing team, taking care of the old while you transition to the new.

Vendors & Applications Supported

- EHR
- HIM
- Revenue Cycle
- Pharmacy
- Labs
- ERP

- Content Imaging
- HIE/Integration
- Workflow
- Analytics
- Clinical Informatics

- 3M
- Allscripts
- Cerner
- Epic
- Siemens
- McKesson

- Meditech
- NextGen
- eClinicalWorks
- Elekta
- Pathways
- Zirmed

- Onbase
- Peoplesoft
- Systoc
- Teletracking
- T-Systems

ROI Differentiators

Support Services

- End-to-end, 24x7x365 support services
- Flexible and scalable with predictable costs
- Dedicated Engagement Manager
- Proven methodology
- Staffing assessment
- Software decommission plans

Resources

- Average 15 years healthcare industry experience
- Hands on application and hospital experience
- Application and technical expertise
- Passionate about healthcare
- US-based

Legacy Support Services

Support Services

‣ 24x7 End-to-end Operational Support

‣ Full On-call Support

‣ Primary Point Of Contact/Liaison

‣ Break/Fix

‣ Production Monitoring, Scheduling, Trouble-shooting

‣ Routine Maintenance

‣ Implement Regulatory Updates

‣ Decommission Plans

‣ Down-stream Application Testing
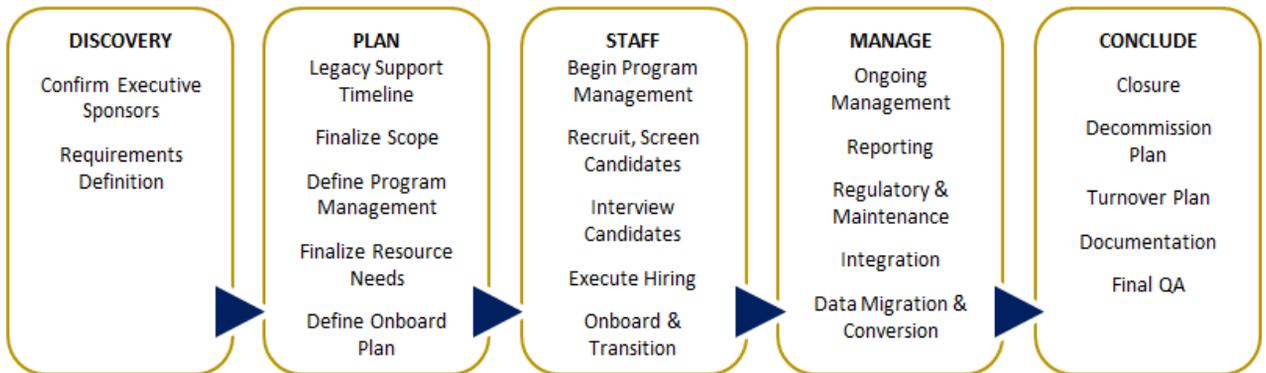
‣ Performance Reporting

‣ SLA Measurement and Reporting

Implementation Services

‣ Project Management

‣ Optimization Assessments

‣ Implementations and Upgrades

‣ Integration Services

‣ Staff Augmentation

‣ Meaningful Use

" ROI has worked with us for many years providing consulting services on a variety of projects. Their staff is experienced, high quality, and provides high value for both consulting and staff augmentation. ROI has been very valuable and played a key role in meeting our IT goals and helping us be successful.

Mike Brown, Executive Director, IT Operations & Strategy
Baptist Health – Louisville

Detailed Methodology

DISCOVERY	PLAN	STAFF	MANAGE	CONCLUDE
Confirm Executive Sponsors Requirements Definition	Legacy Support Timeline Finalize Scope Define Program Management Finalize Resource Needs Define Onboard Plan	Begin Program Management Recruit, Screen Candidates Interview Candidates Execute Hiring Onboard & Transition	Ongoing Management Reporting Regulatory & Maintenance Integration Data Migration & Conversion	Closure Decommission Plan Turnover Plan Documentation Final QA

Gain More ROI with ROI

ROI Healthcare Solutions, founded in 1999, is a healthcare IT consulting firm that partners with its clients by bringing leadership, resources, project management, and methodologies to prepare them to perform at their clinical, financial and operational best. Our focus is to help our clients effectively integrate technology, people and processes for optimal adoption, utilization and business impact.

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