



SMS and Healthcare

What healthcare provider is not concerned with rising costs?

Continued public demand for quality and affordable medical services, combined with funding cuts and steadily increasing costs, are making health care cost containment a necessity for all providers, payers, and consumers.

As an Information Technology manager you are in a position to influence productivity, fraud detection, and regulation compliance, while increasing patient care and overall satisfaction. You, of course, need to do this in an environment where your own budgetary requests are under careful scrutiny for cost containment or reduction, wherever possible.

What can an information technology manager do?

The last area of your budget in which the computer manufacturer has pricing power with little competition is the price for maintenance. Typically, the manufacturer has free reign to raise these costs every year until they force you into a hardware upgrade or a model change.

Budget savings can be found in maintenance costs!

As the Gartner Group quote shows, simply by involving SMS in your next competitive bid for maintenance you are guaranteed between 20% and 40% savings!

SMS and Healthcare Providers

Just as your hospital is responsible for the critical care of your patients, SMS is responsible for the critical care of a hospital's I.T. systems. Our quality services are local, fast, and cost effective.

SMS has been servicing the healthcare market since 1981 and has acquired over 120 long term clients who look to us for responsive, cost effective systems support. Our customer references are some of the most efficiently managed and respected providers in the industry.



“Our research indicates that robust, credible hardware maintenance competition will typically reduce the incumbent Vendors original bid by more than 20%, or save more than 40% by outsourcing to reliable Third Party Maintainers.”

Gartner,
ISMM Market Study
March, 2004



More than likely, we have a reference near you!

If you are looking for ways to reduce costs, increase responsiveness, and exceed your SLA's then you need to consider SMS for your next maintenance proposal.

About SMS

SMS delivers responsive, high quality, and cost effective systems maintenance services throughout the United States. Our business strategy uses:

HotSpares™ ► ensures that you have good working parts when a service call is made. These are your parts stocked at our local facilities owned by SMS. 100% of our parts are company-owned.

Fix-IT-First™ ► guarantees that when you call us, we will respond. You will never be rejected for a service call because of a misplaced serial number, mistaken server, or transposed digits.

All-Inclusive™ ► provides coverage for the entire data center. In the event of a localized disaster, vandalism, or theft, SMS covers all of your equipment with **HotSpares™** replacement for incidents beyond normal wear and tear.

All-Inclusive™ HIPAA ► As more technological advances occur in the healthcare industry, the task of removing older computer equipment from inventory becomes more complex. SMS uses our All-Inclusive option to ensure that all media is handled in accordance to HIPAA privacy rules and is treated in accordance with state, local, and federal regulations.

Service Enables the SMS Experience

“First Time Fix” is our key measurement and the greatest driver of positive customer satisfaction with our clients. Our local engineers arrive at your site within the specified call window with the **correct** parts, software, and tools to remedy your problem faster than anyone in the industry! We keep our service technicians trained on your systems by using:

- SMS HotSparessm to provide hands on experience with your systems operational in a lab environment.
- Field engagements with OEM resellers and independent equipment providers for hardware installations to keep up with the latest technologies.
- Data center relocations to provide greater hands-on experience.
- KPI's based on certifications achieved, user group participation, and technical authorship in forums like HP Review, Storage Magazine, and Think Magazine.

These simple techniques give our engineers the hands-on experience needed to fix it first, fix it right, and fix it fast.

Company Snapshot

- Founded in 1981.
- 37 Systems Support Centers nationwide.
- Industry Leaders in Service Maintenance Integration.
- SinglePoint™ asset management software.
- Field Engineers in every service center are W2 employees.
- 14% CAGR since 1999.

Systems Supported

- Sun Microsystems
Solaris 8.x, 9.x, 10.x.
- Dell PowerEdge Systems.
- Hewlett-Packard Systems.
 - HP9000 for HP-UX.
 - AlphaServer for VAX/VMS.
 - Proliant and Windows.
 - HP3000 and MPE.
- IBM
 - zSeries for Mainframes.
 - pSeries for AIX.
 - iSeries for AS/400.
 - xSeries for Windows
- EMC CLARiiON.
- Cisco Networks.