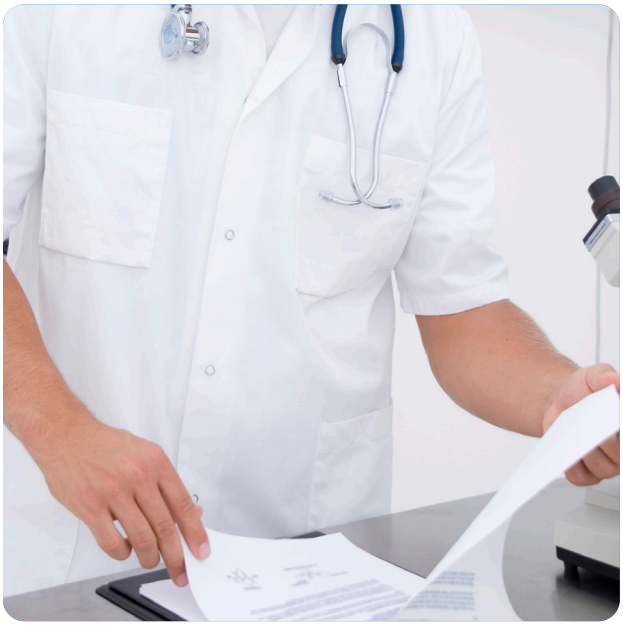

Dell Services Healthcare Informatics and Analytics Practice

The Dell Services Informatics and Analytics Practice was developed to support organizations exactly where they are today and move them forward in a systematic, affordable way. We believe that informatics and analytics should be linked to, and support, the organization's strategic imperatives. Our service offerings are organized to reach each part of the organization — helping you solve your business problems while providing a high level of value in the clinical, operational, and financial areas of healthcare.

Data Management

Our expertise in designing, creating, and managing data systems and infrastructure, coupled with our clinical consulting expertise and informatics experience, enable us to provide unique informatics solutions to all levels of providers — from small stand-alone hospitals to large multi-provider systems. Business Advisory services may include engagements that:

- Provide data storage and management assessments that result in a roadmap for maturing your informatics capability over time
- Help you design, select, and implement solutions for data storage, including fully customized data warehouses and Business Intelligence tools / software
- Build and optimize data validation programs and services
- Support your implementation of Amalga and the associated extensions and modules you would like to develop
- Prioritize and help you organize existing indicators for reporting
- Create and streamline meaningful Business Intelligence reports at the systems and departmental levels using existing software dashboard applications
- Facilitate system-wide use of commonly defined indicators
- Enhance the development of quality improvement plans based on comparative data from existing Business Intelligence solutions
- Provide support for implementation of strategies to meet meaningful use requirements for data sharing and integration

Our Core Services

Amalga Program Services
- Project Management
- Implementation Services
- Data Validation Services

Informatics Program Roadmaps
- Designing the Informatics and Analytics Roadmap: A comprehensive informatics maturity and capability review with a technology assessment and infrastructure plan that supports build vs. buy recommendations

Data Warehouse & Reporting Solutions
- Solving Data Storage and Access Issues: Data Warehouse and Analytics Design, Selection, Implementation and Management Support, including optimization of existing reporting solutions

Business Intelligence & Reporting Solutions
- Optimizing the Meaningful Use of Information for Decision Making, Safety, Quality, and Cost Reduction: Business Intelligence reporting vendor solutions, dashboards and scorecard design, implementation, and optimization

Information as a Service
- Advancing Healthcare Quality and Safety through a Cost-Effective Information as a Service Program: Design and implementation of a full-service, hosted Software as a Service solution with operational reporting and add-on modules to meet additional information needs

Information Management

Dell Services provides consultative services to support your organization as you integrate informatics and analytics into your culture and strategic plan.

Business Advisory services may include engagements that:

- Assess the organization's current state related to informatics and analytical capabilities in the areas of clinical, administrative, and financial operations
- Help you incorporate informatics into your overall business and strategic planning processes
- Identify and manage gaps and opportunities for improvement related to hardware and software that support the organization's strategic plan for outcomes management and analytics
- Facilitate change as you migrate to a culture of transparency, data awareness, and standardization
- Help you establish governance strategies for your data along with supporting policies and procedures
- Identify and implement content management systems and processes

Knowledge Management: Performance Improvement, Data Management, and Reporting Services

Dell Services provides clinical professionals as business partners to augment and advance data-driven quality improvement efforts, system-wide data management, and data reporting.

Business Advisory services may include engagements that:

- Organize and prioritize data reporting at the departmental and system levels
- Develop consistent, well-defined data management standards under the umbrella of a formalized data management program
- Improve compliance with Core Measures and CMS reporting to optimize reimbursement and prepare for Pay-for-Performance initiatives
- Accelerate quality improvement initiatives by incorporating a measurement-focused approach in all phases of quality improvement
- Optimize the use of system-wide and/or departmental dashboards and scorecards and facilitate compliance with Joint Commission data standards
- Improve data-based decision making and reduce variation in care and operational practices to improve operational performance

Additional Dell Services Benefits

In addition to our Informatics and Analytics service offerings, we use our proven global delivery model to design, implement, and manage solutions and services that help you get the most from your applications. Our experience and expertise as a leading technology and systems integrator for the healthcare industry can help you achieve measurable results — and maximum value — for your organization.

Dell Services' dedicated healthcare and life sciences domain expertise can also help develop domain-specific technology and consulting solutions to meet your organization's unique needs and goals.

- Our consultants are industry experts in serving the provider, payer, pharmaceutical, and biotechnology markets
- Our technical specialists are highly skilled in leading technologies and are also certified in healthcare industry-level trainings which cover introductions to the U.S. managed care industry, HIPAA, healthcare standards such as HL7, as well as DICOM, hospital workflows, and more
- Our mature SEI CMMI Level 5 and ISO 9001:2000-certified quality processes ensure quality software development in accordance with client needs
- Our global delivery capabilities help reduce costs, increase efficiency and productivity, provide scalable resources, and mitigate risks

In addition, Dell is rated #1 for IT Services in the worldwide healthcare market, based on 2009 revenue.

Gartner IT Services Market Metrics Worldwide Market Share: Database; April 13, 2010.

For further information, please contact:

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For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Applications Business Process Consulting Infrastructure Support

Dell Services

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