



Healthcare IT Services in India

Integrated information technology and services that achieve breakthrough results for healthcare providers.

With one of the world's fastest growing economies over the past decade, India has seen dynamic expansion of services in almost every major sector. Recently, the Indian healthcare industry has received major attention because of the expected advances in care delivery and quality that are linked with a vibrant economy. Healthcare technology has taken center stage in India because it is the foundation on which all healthcare advances will be built. The many advantages brought about by healthcare technology in a transformational environment do not come without implementation, adoption, and IT management challenges.

Dell Services provides the right combination of clinical and IT tools to help healthcare providers in this rapidly advancing region of the world achieve an environment that is interconnected, streamlined, efficient, and patient-focused. Our team of clinicians and technologists understand how to develop, design, and deliver solutions that drive performance efficiencies and bring about real transformation.

Broad-based Industry Experience and Success

- We are a leading systems integrator of Tier 1 clinical systems
- We serve a multitude of hospitals worldwide, including more than 1,000 hospitals and five of the top 25 healthcare systems in the United States
- We support thousands of physicians in hospital settings and more than 30,000 in physicians groups
- We have strong experience in developing applications interfaces
- We understand and have deep skill sets in the entire healthcare technology ecosystem

Customised Infrastructure, Technology, and Process Solutions Enhance System Capabilities, Dependability, Compliance, and Performance

We can enhance network and information security, help you align system technologies with business strategies, and improve operations with our integrated IT solutions. Our comprehensive experience with healthcare systems architecture will help you build the best possible foundation now and help you prepare for future growth and expansion with solutions for the following:

- **IT Infrastructure Design, Selection, and Deployment** — Build platforms that are flexible, cost-effective, dependable, and high-performance.
- **Technology Management and Operational Continuance** — Provide for secure and stable operations.
- **Managed Services** — Free up internal resources to focus on high-value core business activities.
- **Information Lifecycle Management** — Align policies, processes, and tools with the most effective infrastructure.
- **End User Computing** — Enhance performance, improve user satisfaction, and control costs.

The Right Applications Optimised for Performance are Critical to Achieving the Highest Quality of Care

Healthcare information systems play a critical role in meeting the demands of today's patient safety and quality-of-care initiatives. However, many providers face significant challenges achieving the functionality and return they need on their applications investments.

Maximizing the return on your clinical technology spend starts with a smooth implementation and go-live process. Our clinical implementation solutions are a gold-standard, holistic approach that includes change management as well as clinical and business process optimisation that leverages the value of applications and ensures end user buy-in. The process includes:

- **Set up**
- **Training**
- **Testing**
- **Go-live and post go-live support**

Optimising Your Clinical Environment Through Transformational Services Provides Patients with Unparalleled Care Advantages

The planning, implementation, and management of your clinical transformation initiatives are guided by our unique Clinical PERspective™ framework for clinical operational excellence and quality service delivery. This framework consists of methodologies, tools, processes, and best practices that have been leveraged to help your organisation meet its strategic objectives and clinical needs. A key component of this framework is our proprietary ADOPTS (Assess, Define, Optimise, Prepare, Transform, Sustain) methodology. ADOPTS outlines the major activities and key work products to guide your organisation through successful clinical transformation with sustainable change.

The ADOPTS Phases:

- **Assess** — Define the environment and enterprise clinical and business needs in response to a problem or change.
- **Design** — Design the ideal solution and determine how the market or clinical environment can support the clinical and business needs of the enterprise.
- **Optimise** — Ensure the effective solution design and change strategy that can best meet clinical and business needs.
- **Prepare** — Position the organisation for the successful deployment of the solution as demonstrated by benefits realisation.
- **Transform** — Initiate the change that enables realisation of benefits.
- **Sustain** — Establish and anchor the change that enables the ongoing realisation of benefits.

Delivering Sustainable Results — How We Can Help Your Organisation

Whether your challenge is managing technology or aligning clinical and administrative strategies, Dell Services can help you achieve your goals through:

- Technology optimisation
- IT managed services
- Application upgrades and implementations
- EHR and electronic practice management (EPM) planning, consulting, implementation, and integration
- Clinical transformation

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

At A Glance

Information Technology and Clinical Adoption Solutions

Backed by more than 20 years of strength delivering technology and business process healthcare services for care providers, we offer a full suite of solutions customised for your organisation.

Our services provide:

- More effective IT infrastructure and management
- Better access to information through electronic medical record (EMR) and electronic health record (EHR) implementation and adoption
- Greater cost control
- Optimised patient safety through better records management
- Improved clinical processes with greater automation for information capture, storage, and exchange
- Enhanced performance through next generation computing solutions