



IMPLEMENTATION AND SUPPORT

Creating the framework for success, together

For healthcare information technology implementations to be deemed a success, they must be completed on time, within budget and deliver the functionality that makes a difference to the end users. Unfortunately, the majority of implementations today fall short in one or more areas. Emdat prides itself on delivering on-time solutions that delight clients not only during implementation but also throughout the life of our partnership.

Emdat's no cost service model comprised of both implementation and support is built upon five foundational pillars — communication, assessment, quality assurance, delivery and results — and is designed to exceed expectations. A dedicated team of experienced professionals will work with you to make the decisions necessary to speed productivity, save costs and optimize the workflow within your organization.

Emdat takes service to the next level. They are responsive, professional and willing to do what it takes to ensure our success. They are a true partner.

— KATHY OWENS, DIRECTOR OF HIT
ILLINOIS BONE AND JOINT INSTITUTE, LLC

Rapid design and implementation

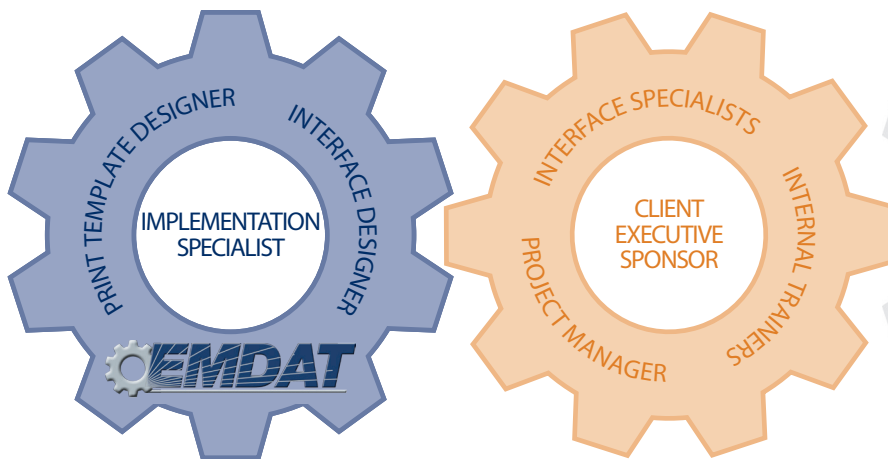
Experienced implementation team, consistent methodology

- Initial assessment provides valuable insight into your organization and aids in setting expectations, creating a project plan and assigning deliverables
- Rapid build and design includes system configuration, interface specifications and print template creation
- Quality assurance of interface results and end user workflow confirm the solution works well in the environment
- Solution delivery includes train-the-trainer sessions, internal training and supervision of the go-live event
- Continuous monitoring and measurement of solution performance, return on investment and end user satisfaction

Emdat experts and client team join forces

- Client Executive Sponsors shoulders overall responsibility and decision-making related to the Emdat solution for the life of the partnership
- Implementation Strategist and client Project Manager drives the project plan and resources needed for a successful implementation
- Interface Specialists collaborate to create, deploy and test the interface, ensuring the data transfer between systems is working properly
- A dedicated client resource trains staff via train-the-trainer methodology
- Print Template designers work with client staff to establish a standard document format for distribution

Collaborative approach, smooth finish



Skilled, client-focused support

Taking support to the next level

- Professional, knowledgeable team whose mission is to provide prompt, professional issue resolution
- Support calls are of the utmost importance — more than 95% of callers reach a live voice with no wait
- Client satisfaction rates at 98% for three years running
- Proactive monitoring of systems ensure continuous, worry-free access with a scheduled uptime of 99.97%
- Knowledgeable and friendly help desk associates are available for timely, helpful responses 7AM to 7PM CST Monday through Friday