

Application Advantage™

Best In KLAS Rated Application Management, IT Help Desk, and Patient Portal Solutions to Maintain, Manage, and Support Critical Applications and IT Services



Your healthcare IT (HIT) organization's Application Management, IT Help Desk, and Patient Portal Support teams are your "first line of defense." They should ensure availability 24x7, to keep end users at maximum effectiveness.

Process breakdowns, user frustration, and productivity challenges are all barriers that can affect an HIT organization's ability to focus valuable resources on tasks that provide strategic value, as well as those that maintain the advantage your team's are in place to deliver.

More than 165 Application Advantage clients have recognized real business value, including:



Reduced Costs



Process and Technology Efficiencies



Scalable Capacity



Improved User Satisfaction



Effective Workforce Management



Partial IT Outsourcing

CTG's Application Advantage Solution

Designed to maximize the value, efficiency, and cost effectiveness of application management, and recognized as Best in KLAS for Partial IT Outsourcing, CTG's Application Advantage solution is a portfolio of services tailored to your organization's unique needs:



Assessment and Roadmap

Leveraging ITIL and other industry best practices as benchmarks, CTG delivers a complete Report of Findings and performance improvement roadmap to address operational processes and system optimization, identifying opportunities to improve your support model.



Help Desk (Tier 1)

Experienced CTG analysts provide improved "first-line-of-defense" incident and request resolution. CTG's analysts have the experience necessary to improve first call resolution (FCR) and decrease call abandonment. This allows our clients to focus their more senior analysts' attention on critical projects and optimization efforts.



Application Management (Tier 2 and 3)

Tier 2 and 3 support ensures 24x7 support for some, or all, of your organization's application portfolio. Whether to optimize your application portfolio, accelerate implementations, focus on critical projects, or provide upgrades—our solutions scale to accommodate your most critical priorities.



Clinical and Patient Service Desk Support

The additional functionality stemming from EHR system advancements has increased the need for clinician and patient application support. Staffed by CTG clinical application experts experienced in many of today's industry-leading EHR systems, our services provide 24x7 single point of contact for your physician and patient users. These scalable, multi-level services integrate with your workflows and physician environment.

Account Management • Service Level Reporting • Quality Management • Workforce Optimization

Why CTG

CTG's more than 50 years of experience, strong analyst and broad application expertise, delivery-model flexibility, and value-added services collectively result in our client's confidence that they have the proven, reliable partner necessary to improve and sustain quality service.

50
YEARS

More Than 50 Years' Experience

Reliable IT Services and Solutions Since 1966

Meeting our commitments to make technology work for you and deliver real business value.



165+ Application Advantage Clients

Experience Matters

A flexible delivery approach and cross-industry solution allow CTG to serve clients in 45 countries, across multiple industries and business environments.



700+ Healthcare Applications Supported

Comprehensive Application Portfolio Support Options

From leading commercial systems to homegrown systems, our analysts have experience providing reliable support.



Experienced Analysts

Knowledge to do the Job Right— the First Time. Every Time.

- Industry-specific expertise
- ITIL, PMI, and application-specific certifications
- Multilingual; seven languages currently supported



Multiple Delivery Models

Versatility to Support Each Clients' Unique Needs

- 24x7
- Remote/virtual or onsite
- Delivery Center
- Offshore/onshore
- Managed services
- Fully outsourced
- Blended models



Value-Added Services

Real Value in Every Project

- Legacy data archiving
- Continuous process improvement
- Service level reporting and dashboards
- CTG private cloud-based services
- And more

Visit ctg.com to learn more about The CTG Application Advantage



Helping healthcare clients decrease application support costs, increase ROI, and maintain their IT organization's advantage.

IN THEIR WORDS

"Prior to this arrangement with CTG, production application support was performed by the developers who originally created it. This became problematic as they left or were engaged in other time-sensitive issues. CTG brought us best practices on how to engage in proper application 'turnover,' documentation, and run-time data, allowing us to support applications without having the knowledge held by the creator. They also brought us 'on-call' methodology that ensures 24x7 coverage of critical applications and processes without running off-hour shifts. These practices, and their inherent efficiencies, are utilized today and will continue."

— William St. George, IT Director, Production Services, Independent Health Association



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CTG (NASDAQ: CTG) is the most reliable IT services provider, built on more than 50 years of meeting its commitments to make technology work for you and deliver real business value. The company's Health Solutions practice is dedicated to helping healthcare provider, payer, life science, and related organizations achieve their clinical and financial goals through effective technology and business solutions. For more than 30 years, CTG has provided reliable healthcare IT, operational, and strategic consulting support to more than 700 clients in North America and Western Europe. CTG has operations in North America, Western Europe, and India.

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