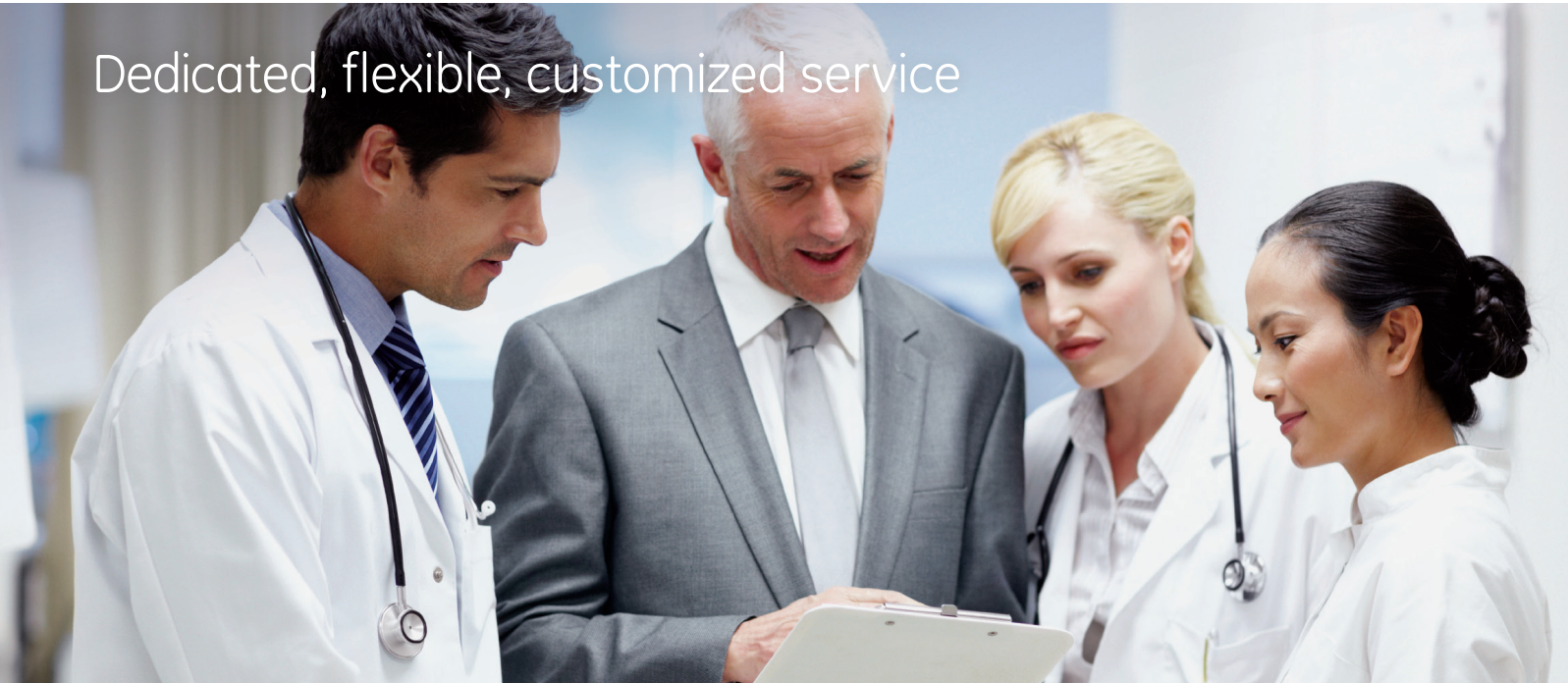


GE Healthcare

Healthcare IT Services

# Dedicated Support

Dedicated, flexible, customized service



**Does your organization need committed support that pays closer attention to the detail of your particular environment, staffing, and projects?**

In today's environment with competing needs and priorities, IT organizations often face pressure to do more with less. GE Healthcare's Dedicated Support delivers the highest level of service through a team of resources who are dedicated to your needs, no matter how complex, providing prompt solutions in your work environment.

#### **DEDICATED**

Focused attention on your account provides the elite, dedicated service your team needs.

#### **FLEXIBLE**

Flexible support options address your unique requirements.

#### **CUSTOMIZED**

You prioritize the team's work and resource allocation.

May not be available for all Centricity products.

GE Healthcare works with you to assess your particular needs and designs a Dedicated Support program specifically for your organization. By providing a designated team of versatile subject matter experts, Dedicated Support partners with you to:

- Drive best practice utilization of the system
- Ensure system support and business needs are met
- Facilitate business growth and continuity
- Identify ROI opportunities
- Plan and execute on project roadmap

“From my perspective, having a Dedicated Support team is valuable for many reasons. They have the product knowledge and work hard to understand our unique needs. In many cases, the GE team members know what should be done before we do. They are our partners, not just GE representatives that we call on when we have issues, and they help us plan for the future.”

Delores Lambert  
Virginia Commonwealth University Health System  
Richmond, VA



## GE HEALTHCARE EXPERTISE AT YOUR SERVICE

Dedicated Support has been designed with specific features that will benefit your organization:

### Dedicated

- The team acts as an extension of your IT staff by working closely with them on a day-to-day basis
- Team members become thoroughly familiar with your organization, business processes, and systems

### Flexibility

- The team can adapt as your business needs change and expand
- Build your timeline to fit the specific needs of your team and organization

### Customizable

- You define the team's priorities and resource allocation
- The team can be configured to consist of any combination of functional, technical or consultative resources

“ We have been working with our GE Healthcare Dedicated Support team for nearly seven years. During this time we have grown from about 250 providers to 980+. Together, we currently provide revenue cycle services to eight different hospitals. Without the flexibility and responsiveness that the GE Healthcare team has always provided, I don't believe we would have been successful in this journey. The unique skillset and knowledge the team has of our business infrastructure allows us to cost effectively manage this very complex process. Essentially, we have a partner working as an extension of our own staff, giving us the confidence to focus on the forward facing issues. Many times the team anticipates potential conflicts we may have missed ourselves. They go the extra mile and work extra hours when needed to ensure our network and systems stay up and running smoothly. Whether challenged with hurricanes, blackouts, more hurricanes or just our IT guys adding new equipment and crashing the network ... our team has always been there when it matters most.

In short, the care and dedication we receive has always been beyond what money could ever buy. The Dedicated Support team has always treated our business as its own and there is simply no price for that kind of loyalty and dedication. ”

James M Bonomo  
Executive Vice President  
Caduceus Inc.  
Jersey City, NJ

**Learn more about Healthcare IT Services  
at [www.gehealthcare.com/ITservices](http://www.gehealthcare.com/ITservices).**

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