

GE Healthcare

Healthcare IT Services

Upgrade Implementation

Keeping your systems current



Whether managing through a consolidation, or seeking to address new user requirements, upgrading to the latest software can help you increase system and staff productivity. With GE Healthcare's Upgrade Implementation service, you can keep your IT solutions up-to-date with the newest functionality without burdening your IT staff or causing significant downtime.

GE Healthcare provides a well-planned and executed upgrade implementation. These services deliver key enhancements to help you improve the value of your investment while reducing operational disruptions.

DECREASED DOWNTIME

Off-hour upgrade deployment gives you the flexibility needed to decrease functional downtime.

IMPROVED ORGANIZATIONAL VALUE

Deploying the most current software can help you deliver on the clinical and operational value promised to staff.

RELIABLE IMPLEMENTATION QUALITY

Backed by decades of experience with GE Healthcare software, our project and technical specialists have the expertise to perform your system upgrade efficiently and successfully.

With decades of experience, our Upgrade Implementation team has the project management expertise, technical capability and product knowledge to successfully upgrade your system to the newest version. GE Healthcare customers report high levels of satisfaction with this service.

- 91% of customers were satisfied with GE Healthcare IT upgrades
- 90% of customers were satisfied with the upgrade implementation
- 96% of customers were satisfied with the professionalism of upgrade staff
- 97% of customers were satisfied with the knowledge of the upgrade staff

Source: GE Healthcare's Internal Customer Satisfaction Measurement System, October 2013 YTD

“She [our GE Healthcare representative] was very organized and kept us on track during the project. She was always quick to respond to questions or problems. The upgrade team was very helpful and quick to turn around cases. They were exceptional in turnaround time and helping with education on some new features. The team was also very supportive on go-live weekend and quick to resolve any critical issues.”

Source: GE Healthcare's Internal Customer Satisfaction Measurement System, 2013



Flexible Upgrade Implementation services from GE Healthcare can be tailored to deliver the level of service appropriate to your particular system

UPGRADE IMPLEMENTATION COMPONENTS

Software Update	Delivery of software containing new version and/or update
Documentation/Customer Portal	Functionality descriptions and utilization guidance
Upgrade Roadmap Communication	Pre-upgrade communication about versioning and enhancements
Remote Technical Assessment	Identifies system modifications required to enable the update
Remote Installation Assistance	Remote technical support to answer questions about the update
Test Environments	System implemented in non-production environment for testing
Project Manager	Assists customer with project planning and execution
Upgrade Project Plan	Project management tool identifying activities, deliverables, and timing
Installation	Software installed remotely or at customer site
Flexible Scheduling	Off-hour option for upgrades

GE Healthcare services are designed to connect productivity with care by increasing usability, enhancing performance, and optimizing a solution's return on investment. We can easily incorporate services from the categories below with your Upgrade Implementation.



Consultation
Increases employee and IT system productivity



Implementation
Delivers high adoption right from the start



Customization
Diminishes disruptions, responds to required changes, and optimizes productivity



Education
Drives understanding and increases adoption by leaders and staff



Support
Reduces unplanned downtime, promotes resilience, and enhances usability throughout your IT system's lifecycle



Enablement
Reduces uncertainty and long-term expenses while staying focused on your organization's patient care mission

Learn more about Healthcare IT Services at www.gehealthcare.com/ITservices.

©2013 General Electric Company — All rights reserved.

General Electric Company reserves the right to make changes in specifications and features shown herein, or discontinue the product described at any time without notice or obligation.

This does not constitute a representation or warranty or documentation regarding the product or service featured.

GE, the GE Monogram, Centricity and imagination at work are trademarks of General Electric Company.

GE Healthcare, a division of General Electric Company.

GE Healthcare
540 W. Northwest Highway
Barrington, IL 60010
USA

www.gehealthcare.com



imagination at work

JB16818US