



Extended Support for Horizon Clinicals®

Improve Service and Efficiency with Leidos Health

In accordance with the letter McKesson sent to Horizon Clinicals Customers in August 2016, Leidos will be providing application support beginning April 2018 for McKesson Horizon Clinicals® customers. In partnership with NTT Data, Leidos Health will leverage our proven support methodology and customer service focused experts to provide extended support for identified Horizon Clinicals modules.

DEFINED MODEL FOR COMPLETE SUPPORT

Working closely with NTT Data, we have developed clearly defined responsibilities and workflows to ensure your users receive the highest level of service. Our highly talented support analysts will provide comprehensive support to solve incidents, complete user requests, complete work orders, and perform limited regulatory updates.





PROVEN SUPPORT METHODOLOGY IMPROVES SERVICE

Our proven methodologies, application expertise, and aggressive Service Level Agreements (SLAs) help improve service levels and operational efficiency.

- ▶ We have delivered long-term legacy application support to numerous clients across a variety of platforms and applications
- ▶ We provide 24x7 remote service for day-to-day operational support
- ▶ We measure SLAs and your satisfaction to ensure we are meeting your needs

MCKESSON EXPERTISE WITH CUSTOMER SERVICE FOCUSED APPROACH

Our team has deep McKesson experience focused on providing world-class customer support.

- ▶ Our McKesson consultants have delivered hundreds of successful customer engagements
- ▶ More than 60% of our McKesson consultants are clinicians
- ▶ Our team is cross-skilled across Horizon Clinicals applications, including BOXI reporting



BROAD EXPERIENCE TO HELP YOU MEET ORGANIZATIONAL GOALS

As one of the largest health IT consulting firms, we provide a broad range of services and resources to help your organization use technology to transform healthcare.

- ▶ We are experts in all aspects of EHR implementation and go-live support
- ▶ We are a trusted advisor for vendor selection, IT strategy, and cybersecurity services
- ▶ We provide support for non-McKesson third party solutions including departmental systems, ERP, and ambulatory products

ENSURE EXTENDED HORIZON CLINICALS SUPPORT AND SATISFACTION WITH LEIDOS HEALTH!

For more information on extended support for your Horizon Clinicals applications, please contact us today.

FOR MORE INFORMATION

Wayne Miller, VP, Multi-Vendor Practice
386.503.2702 / wayne.miller@leidoshealth.com

Visit us online at health.leidos.com

