

# Modernizing Healthcare IT



**Attaining cost-effective IT modernization is a challenge every health system, hospital, and healthcare provider faces. To achieve greater efficiency and improve patient outcomes, healthcare organizations look to consolidate expenses, enable digital patient engagement, and leverage data assets on-demand. By successfully achieving these goals, organizations can expect to fuel growth, drive down costs, and supplement objectives such as value-based care or population health.**

## OUR APPROACH

At Leidos, we understand that organizational objectives are accomplished by people, but enabled by IT. That's why we take a user-centric approach to enterprise IT optimization that focuses on the end-user and the patient first, while not losing sight of the IT backend. Once we have the user-centric solution in place, we leverage automation and existing technology to create the best value in a range of customizable managed service solutions.

## OUR CAPABILITIES

We deliver IT modernization services to a variety of healthcare customers including hospitals, health systems, and federal health organizations. Having deployed and managed over 140 data centers worldwide and supporting thousands of applications across hundreds of hospitals, we have the breadth, depth, scalability, and efficiency to help you achieve your organizational goals. Our Managed Services include:

### Cybersecurity

- ▶ Proactive assessment, response, and remediation
- ▶ Endpoint management

### Service Desk

- ▶ Tier 1 problem resolution and support
- ▶ Clinical service desk
- ▶ Field services and desktop support

### Application Support

- ▶ Tier 2 and 3 clinical, ancillary and business applications
- ▶ Problem resolution/project support

### Data Center Optimization

- ▶ Optimization, design, management, and consolidation
- ▶ Migration management and support
- ▶ Network optimization and management

### Hosting

- ▶ Storage, Cloud, Private, Public, On-Premises
- ▶ Infrastructure as a Service (IAAS), Platform as a Service (PAAS), Software as a Service (SAAS)
- ▶ Disaster recovery and redundancy

## PROVEN SUCCESS

We have demonstrated value and experience in providing large-scale managed service solutions and have been recognized by:

- ▶ Leidos is the 9th largest Health IT Company in the United States, as recognized on Healthcare Informatics Top 100 list for 12 consecutive years (2007-2018)
- ▶ Ranked #1 Cybersecurity services firm by Blackbook 2018
- ▶ Ranked #2 Partial IT Outsource firm by KLAS 2018
- ▶ Ranked #1 Technical Services firm by KLAS 2017

## Application Support

- ▶ Leidos currently provides application support to more than 70 healthcare providers in the United States
- ▶ We support over 300 different applications using a leveraged support model helping to drive down customer cost while adhering to the highest delivery standards

## Data Center Optimization & Hosting

- ▶ Leidos' managed IT services program supported the design, deployment, and management of over 140 data centers across the Globe
- ▶ Responsible for the migration of over 1,000 applications to the Cloud
- ▶ We manage over 800 Petabytes (PB) of data, and 2,000 databases attaining 99.99% availability
- ▶ Leidos manages the PII of more than 400 million people and 32 million transactions per day without any breaches or intrusions

## Service Desk

- ▶ Leidos manages over 25,000 service desk calls and 60,000 patient calls per month, scheduling over 85,000 patient appointments annually.
- ▶ We provide telephonic and telemedicine services to over 9 million dependents with a 96% speed to answer of less than 30 seconds

## WHY PARTNER WITH LEIDOS?

Ranked on the Top 100 information technology and system integration contractors list by Washington Technology, we have the depth and scale to provide IT processes, enterprise services, experts, and training to meet the evolving healthcare needs for our customers. Efficiency comes with experience, and our experience in cloud, automation, SecDevOps, continuous delivery, and reuse-sharing are in the foundation of our core competencies. At Leidos, we go a step further by applying our data analytics expertise to continually monitor and act on technical performance metrics including service cost, quality, and risk.

## NEXT STEP

If your organization is looking to consolidate expenses, enable digital patient engagement, and leverage automation and existing technology, contact Leidos to discuss our range of customizable managed service solutions and how we can help you achieve your organization's goals.

## ABOUT LEIDOS

Leidos is a Fortune 500® information technology, engineering, and science solutions and services leader working to solve the world's toughest challenges in the defense, intelligence, homeland security, civil, and health markets. The company's 32,000 employees support vital missions for government and commercial customers. Headquartered in Reston, Virginia, Leidos reported annual revenues of approximately \$10.19 billion for the fiscal year ended December 28, 2018.

## FOR MORE INFORMATION

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