



# Digital Transformation

## The role of cloud, ITSM & managed services

Digital transformation is happening in every industry, and it will happen in healthcare whether your organization is ready or not.

Electronic health records are moving to the cloud, telehealth is becoming a business requirement, and progressive new technologies like deep machine learning, digital pathology and genomics will become mainstream before we know it. The question is, will your organization be ready?

Realistically, in a resource-constrained environment where the healthcare IT team still spends 80 percent or more of its time monitoring events, implementing patches, overseeing backups, and just staying compliant, digital transformation can easily take a back seat to everyday emergencies.

Yet, digital transformation has never been more on the minds of CXOs and healthcare boards who are demanding “more, better, faster” from their IT departments. Since budgets and staff rarely expand commensurately, healthcare IT departments are left to wrestle with the question of how to move from where they are today to the digitally enabled trendsetters they must become tomorrow.

At Logicalis Healthcare Solutions, we’ve helped countless healthcare organizations assess where they are along their digital transformation journeys. And, with the strategic use of managed services, IT service management (ITSM) and well-planned cloud strategies, we can help you maximize every healthcare IT dollar you spend as your organization transforms into the agile, digitally mature healthcare provider your patients and community both need and expect.

### Managed Services

For healthcare IT departments, managed services represent a significant shift from the time-honored presumption that being responsible for IT means doing everything yourself. Aided by economies of scale, sophisticated tool sets and a team of highly qualified engineers, a managed services relationship can extend the size of your staff – usually at a fraction of the cost of adding in-house personnel – giving you the intellectual bandwidth necessary to deploy and manage emerging new technologies.

- Access to technologists with high-level certifications and diverse experiences in the healthcare IT field
- Implementation of the Information Technology Infrastructure Library’s (ITIL) best practices
- Predictable monthly costs and stringent service-level agreements (SLAs) that ensure quality of service
- Reduced risk of downtime
- Detailed performance reviews
- Opportunities to focus on supporting the organization’s newest clinical and research technologies, building competitive advantage in the process



Cloud, ITSM and managed services help IT align the organization's business needs with the resources it needs to operate in a more agile way. **This creates the foundation for true digital transformation.**

### Managed Services

Ready to make the move to a managed services relationship? This [11-step strategy](#) will help you jumpstart your planning and conversations.

### ITSM

Our ITSM Executive Workshop delivers the foundational knowledge healthcare CIOs need to build a strategic roadmap and an approach for ITSM implementation. Read more [here](#).

### Cloud Readiness Assessment

Logicalis' Cloud Readiness Assessment fully defines what your organization is hoping to accomplish before making a move to the cloud. Learn more [here](#).

### Learn more

### Visit

[us.logicalis.com/healthcareit](https://us.logicalis.com/healthcareit)

### Call

866.456.4422

## ITSM

In today's healthcare organizations, the CIO must become both a business partner to the organization and a service provider to its internal users, building a portfolio of user services and experiences, an alert and responsive IT operation, and a more affordable and sustainable technology consumption model than what formerly existed. A critical component in healthcare's digital transformation journey, service management strategies can enable an organization to become a service-defined enterprise that defines value based on the business outcomes driven by IT rather than the technology itself.

- Aligns IT strategies with the business needs they support
- Automates repeatable IT functions and service requests, increasing both the accuracy and security of responses
- Through automation, frees IT staff to focus on new technology implementations and other digital enablement projects
- Creates a configuration management database (CMDB) that tracks and manages configuration items (from servers and network routers to individual Internet of Things devices) throughout their lifecycles
- Defines the IT services available to users in a service catalog
- Relies on ITIL and Control Objectives for Information and Related Technology (COBIT) standards

## Cloud

By embracing the cloud and creating a well-thought-out enterprise-wide cloud strategy, IT can confidently move even mission-critical healthcare workloads like electronic health records (EHRs) off site using a software-as-a-service (SaaS) model that eliminates much of IT's previous management burden for these solutions. IT can also utilize the cloud to help it transition into an internal service provider that is better able to meet the needs of line-of-business (LOB) users, brokering software and IT services more quickly than in the past.

- Enables a more agile IT experience
- Workloads reside where they will be the most productive and cost-effective
- IT becomes an internal services broker, regaining control of IT functions previously lost to "shadow IT"
- SaaS offers a predictable cost model and reduces dependencies on in-house infrastructure and management
- Opens the door to new technological capabilities ranging from remote consultations via telehealth to the sharing of clinical trial research data with remote regions of the world

## Why Logicalis Healthcare Solutions?

For nearly two decades, Logicalis Healthcare Solutions has helped organizations like yours align their business and technical needs in ways that enhance both financial results and patient outcomes. With our lengthy history in healthcare IT, we understand the problems you're facing... *and we know how to solve them.*