

**Care Providers** — Hospitals

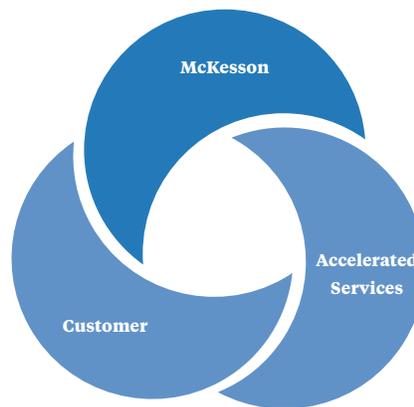
Managed Services

## ***Accelerated Services*** **Expert resources to facilitate your McKesson application needs**

Today’s healthcare organizations are increasingly looking for the benefits of information technology (IT), yet they face the significant challenge of implementing, integrating, supporting, and providing education for these systems in a rapidly evolving technical environment. As a result, organizations are seeking experienced solutions and support providers to supplement internal resources, optimize technology strategies and meet industry standards.

### **Service overview**

Accelerated Services from McKesson provide project-based application, integration, technical, project management and education services designed to successfully launch or upgrade McKesson applications (*see figure 1*).



*figure 1*

**We work with you to accelerate the value of your McKesson solutions.**

The services include expert training for your IT staff to help ensure smooth migration to new or upgraded systems, high user acceptance, and effective knowledge transfer and transition of responsibilities.

### **Benefits**

**Accelerated Services help organizations:**

- Supplement resources or skill sets to successfully launch or upgrade McKesson applications
- Optimize performance from your IT investments through productivity gains and cost containment
- Manage a smooth and predictable implementation without issues or delays
- Forecast and control costs with fixed-fee pricing
- Access expert resources with an unparalleled depth and breadth of McKesson application knowledge, as well as the healthcare operational experience you need to succeed in today’s market



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## Features

### Accelerated Services include:

- Application, integration, technical and project management services
- Add-on services, including application optimization and report writing
- Clearly defined project time frame, deliverables and scope
- Project management expertise and knowledge of best practices to reduce delays and errors
- Management of project impact on upstream and downstream systems
- Management of conversions and migrations for new enterprise applications
- End-user education services for classroom materials, on-site education delivery and roaming support

### Project-based and focused

Each Accelerated Services project has a clearly defined time frame, scope of work and set of deliverables. Projects can encompass all of the services listed below or a combination that best suits your organization's needs.

#### Application Services

Application services help you ensure the adoption, maximum benefit and performance of solutions by:

- Facilitating the completion of your IT and application team project deliverables
- Working collaboratively with your organization's functional teams and McKesson services teams to accomplish project deliverables
- Managing integration between applications and their impact on upstream and downstream systems
- Applying best practices to reduce delays and issues during the project
- Providing application expertise to guide your decision-making
- Developing ad hoc application reports
- Providing product/application analysis and adoption services

#### Integration services

Integration services work to facilitate a successful system integration and rollout:

- Developing and managing integration blueprints for current and future state applications
- Developing, implementing, testing and modifying interfaces for all product integration projects

- Programming necessary processing scripts, IM archives and baseline alerts to support monitoring activities
- Implementing and supporting a methodology for best practices during conversions or migrations

### Technology Solutions and Services

Technology Solutions and Services provide a modular portfolio of offerings delivered by experts in technology areas including assessment, design, implementation, migration and consulting:

- Data center services
- Enterprise backup solutions
- Virtualization
- Network services
- Storage solutions
- Wireless and handheld device services
- Advanced database and system administration upgrades
- High availability clustering

### Project management services

Project management services include overseeing the entire project, effectively managing the scope, time line and resource assumptions:

- Developing a project charter and communication plan
- Establishing a project schedule to keep the project on scope, time and budget
- Tracking and resolving issues
- Facilitating customer decision-point discussions
- Providing project status updates and reports

- Identifying and managing project risks, assumptions and constraints
- Managing the project change control process and procedures
- Facilitating the testing approach, testing plan development and testing coordination
- Delivering documentation for the transition of application responsibilities to your team

#### **Customer education services**

Education services provides the facilitation of on-site end-user training classes, comprehensive training resources, and roaming education support for implementations, upgrades and new functionality rollouts:

- Standard training materials including instructor outlines, learning activities and job aids
- Customized materials
- On-site end-user training in a classroom setting
- Roaming education and Go Live assistance

#### **The advantage of Accelerated Services**

Our technical and application expertise and healthcare industry knowledge make us the logical choice to supplement your IT resources. We work with you to optimize the return on your IT investment.

#### **Contact us**

For more information about Accelerated Services from McKesson, contact your Managed Services Sales Specialist or email us at [managementservices@mckesson.com](mailto:managementservices@mckesson.com).

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