

Accelerated Services

Benefits

- Supplement resources or skill sets to successfully launch or upgrade McKesson applications
- Maximize performance from your IT investments through productivity gains and cost containment
- Ensure a smooth and predictable implementation without issues or delays
- Forecast and control costs with fixed-fee pricing
- Access to 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

Today's healthcare organizations are increasingly looking for the benefits of information technology (IT), yet they face the significant challenge of implementing, integrating and supporting 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 and project management services designed to successfully launch or upgrade McKesson applications. The services include expert training for your IT staff to ensure smooth migration to new or upgraded systems, high user acceptance, and effective knowledge transfer and transition of responsibilities.

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 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 provide detailed advance work to ensure a successful system integration and rollout. Integration services include:

- Analyzing error and recovery databases and troubleshooting output
- 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

Technical Services

Technical services provide experienced database administrators, system administrators and network

Features

- 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

analysts to launch or upgrade your McKesson solution. Technical services include:

- Database administration
- System administration
- Troubleshooting and issue resolution
- Product volume testing
- Support and operations consultation after go-live

Project Management Services

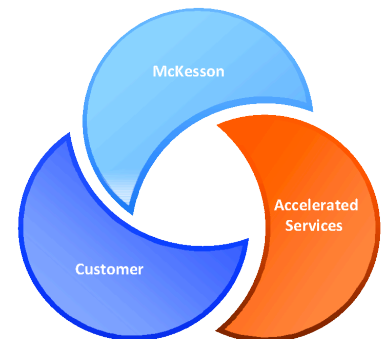
Project management services include overseeing the entire project, ensuring the scope, timeline and resource assumptions are effectively managed. These services also include:

- 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

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 maximize the return on your IT investment.



Working Together to Accelerate the Value of McKesson Solutions

McKesson Provider Technologies

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For More Information

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