

## SystemCare<sup>SM</sup> Service

### Benefits

- Maximize investment by ensuring overall availability of McKesson's application infrastructure
- Increase user satisfaction and adoption rate through enhanced application performance and reliability
- Reduce internal administration burdens and augment IT resources
- Gain peace of mind with around-the-clock care
- Enhance existing disaster recovery strategy

Today's healthcare organizations are acutely aware of the benefits information technology brings to bear, yet they face the significant challenge of implementing, integrating and supporting these systems in a rapidly evolving infrastructure. Now more than ever, healthcare organizations are looking to partner with experienced solution and support providers to supplement internal resources, optimize technology strategies and measure up to industry standards.

For more than 17 years, McKesson's Technology Services Group has provided hundreds of organizations with the technical infrastructure required to support the reliable, scalable and high-performance operations of McKesson applications. McKesson's infrastructure products and services support the smooth operation of healthcare information systems by maximizing application access, availability, security and performance.

### Service Overview

SystemCare<sup>SM</sup> is a cost-effective service provided by McKesson that encompasses the augmented support that every hospital needs. Our application integration and technology expertise provides your organization with the high level of service needed to ensure the availability and reliability of McKesson applications.

### Secure Remote Monitoring

A dedicated resource focuses on the management of your system configuration and administration, while our 24x7 support center manages issues around-the-clock via McKesson's CareBridge™ connection. We own all issues to resolution so you can rest assured that major downtime is minimized. In turn, you can leverage your internal resources to focus on patient care instead of application infrastructure maintenance.

### Behind the Scenes

All incidents are logged and tracked within McKesson's internal case management system. Depending on your service package, we offer daily and monthly reports summarizing the overall health of your system, including case activity and resource utilization. These reports offer predictive analysis for future planning, as well as insight into cases that were identified and resolved without any user involvement or application downtime.

### Service Offerings

With two types of service, system- or solution-based, your organization can choose the right degree of support for maximum business benefit.

The system-based service encompasses all McKesson applications and provides support focused on the core infrastructure. This service

## Fast Facts

- More than 400+ customers supported
- 1,700+ host servers maintained
- More than 500+ databases managed
- 62,000+ cases closed per year
- 35% of cases resolved outside of standard business hours



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is offered in a Premium and Basic+ package. Premium is an ideal fit for hospitals with a low tolerance for downtime and/or a limited in-house IT staff, while Basic+ is the ideal supplementary support for hospitals with a robust in-house IT staff.

With system-based SystemCare, you receive:

- Premium
  - Proactive system monitoring
  - Dedicated McKesson resource for incident response and problem management
  - 24x7x365 toll-free telephone and online support
  - Remote system administration
  - Server recovery testing
  - Unlimited operating system and database updates of approved applications
  - Daily system status reports
  - Monthly strategic analysis
  - Annual site visits
- Basic+
  - Reactive system support
  - Incident response and problem management
  - 24x7x365 toll-free telephone and online support
  - Operating system and database updates of approved applications one time per year

## For More Information

For more information on our SystemCare service, contact your McKesson client executive, call McKesson at 800-981-8601 or e-mail us at [SystemCareSales@McKesson.com](mailto:SystemCareSales@McKesson.com).

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The solution-based service is specifically designed to meet the support demands of complex application administration and execute on the infrastructure requirements set forth in the *Good Health Guide* that McKesson develops for each application.

In addition to the Premium package, solution-based SystemCare adds:

- Proactive system and application infrastructure monitoring
- *Good Health Guide* administration

## Power of McKesson

SystemCare is designed to meet the unique needs of our customers today and scale to meet their needs of tomorrow. We have a successful track record of process competency and technical expertise, including certification under the prestigious Service Capability and Performance (SCP) program. Additionally, we have a large staff of multi-platform certified engineers as well as support specialists available to handle your evolving technical requirements.