

## Cisco Services for Healthcare

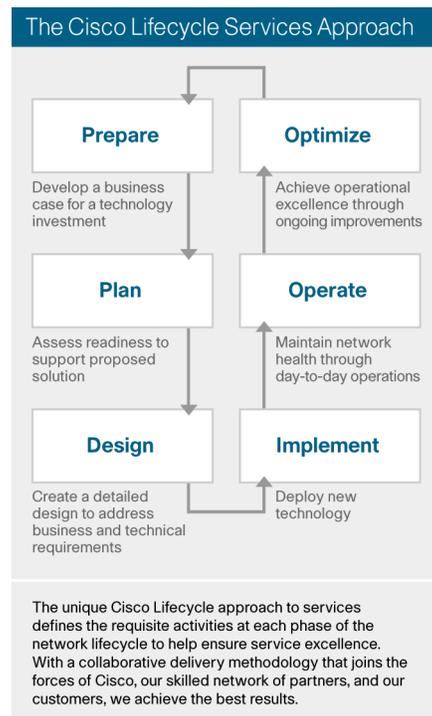
The success and future viability of your healthcare projects hinge upon forging partnerships with reliable and skilled industry experts. At Cisco, our global team of experienced healthcare-aligned professionals provides a full suite of services to help you achieve your project's goals within the aggressive timelines of the economic stimulus. Cisco is uniquely positioned to assist in all phases of your healthcare projects.

Cisco has teams of professionals that can address the necessary culture and clinical process changes combined with leading technologies that improve the cost, access, and quality of healthcare services. Through our vision and innovative network technologies, Cisco is helping to bring about a future in which healthcare stakeholders across the continuum of care can respond to patients more efficiently, expand innovative healthcare initiatives, and continue to transform care and the care experience.

For more than 20 years, Cisco has supported healthcare organizations in their mission to deliver affordable, accessible health services by helping them optimize the use of people, resources, and information. Cisco offers innovative solutions that provide highly secure information exchange, offer new ways to collaborate, and enable enhanced healthcare delivery services. These services are described in the following sections.

### Value of Lifecycle Services

The unique Cisco® Lifecycle Services approach defines the essential services, activities, and deliverables at each phase of your project. This approach is based on proven methodologies for deploying, operating, and optimizing healthcare solutions and is designed to speed deployment, reduce overall costs, and help you plan for future growth. Cisco's Lifecycle Services approach deploys, scales, and operates network solutions aligned with your business and technical requirements. Its six-phase approach—prepare, plan, design, implement, operate, and optimize (PPDIOO)—



is crucial to assisting organizations in creating and deploying well-thought-out healthcare projects. Additionally, Lifecycle Services help healthcare organizations take a structured approach to:

- Defining architectures that address validated business requirements
- Aligning business and IT strategies with ROI expectations
- Planning IT projects effectively
- Lowering costs of owning and operating a network
- Improving your organization's ability to respond to rapidly changing environments
- Increasing network availability
- Increasing customer satisfaction

### Cisco Advisory and Advanced Services

A consulting team with expertise in IT and business processes, healthcare applications, and advanced communications technology offers network design, planning, implementation, and support services to help you successfully integrate medical applications with your network solution.

Our team of healthcare-aligned consultants, architects, and project managers builds relationships to provide services such as:

- **Business value justification:** Helping customers build the business case to support and justify infrastructure investments
- **Next-generation architecture:** Creating a strategic vision and roadmap that align with your business and optimize your communications infrastructure
- **IT process and governance:** Developing IT processes to support business initiatives; designing the next generation organization and governance structures to help ensure success
- **Program and change management:** Managing planning, resources, and risks on large-scale projects or programs, with responsibility for Cisco and/or partner resources, deliverables, and rollout
- **Solution integration:** Bundling services that may include people, processes, and integrated hardware and/or software components to achieve a business result for the customer

## Technical Services

Cisco Technical Services help ensure your investment provides value, reliability, and efficiency by promoting business continuity 24 hours a day, 365 days a year through award-winning traditional and proactive services.

## Extended Multiyear Service and Support Agreements

Long-term solution readiness and availability require planning for ongoing operational expenses. Consider minimizing these expenses through Cisco's extended multiyear service and support agreements incorporated into the initial acquisition of your economic stimulus project solution. Cisco now offers discounts for multiyear agreements and attractive financing from Cisco Capital<sup>SM</sup>.

## Summary: Why Cisco Services?

Cisco is an industry leader in networking solutions and is actively involved in international healthcare initiatives focused on accelerating the interoperability and connectivity of disparate systems to improve access to vital healthcare information and services. To help promote this transformation, Cisco works with healthcare industry leaders, including application developers, system and service providers, device manufacturers, and medical technology vendors. Cisco is uniquely positioned to assist in all phases of your healthcare projects.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities. The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

## How Do You Get Started?

To learn about how including Cisco's specialized healthcare services will lead to successful projects, contact your Cisco account team. For more information about Cisco healthcare solutions, visit [www.cisco.com/go/healthcare](http://www.cisco.com/go/healthcare).



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