Achieve operational efficiency, compliance in new healthcare era

This new era of value-based healthcare focuses on prevention of costly medical conditions and improving overall population health. New programs and payment models are being introduced. The ACA, tax credits, health savings accounts, state block grants, and transference of regulatory control are in flux. Healthcare organizations like yours are transforming to deliver positive patient experiences, improve patient health, and simplify access to growing options for care. And yet healthcare remains among the most highly regulated, high-risk industries, making compliance especially critical.

Clinicians believe that in 10 years, primary care physicians will spend less time conducting in-person care and more time using data from apps and wearable devices. This kind of shift impacts business processes -- from payment to patient interaction. Increased data points make security more vulnerable. Operational efficiency and compliance are a must.

A changing world requires a new approach. Healthcare organizations like yours are adopting new technologies and processes, yet remain committed to exemplary care and the human touch. We can help.

Benefits

Better outcomes make a difference in people’s lives—nowhere with more impact than in healthcare. Our Business Critical Services can help facilitate and automate healthcare security and compliance, drive new processes, and improve outcomes for your business and your patients. Extraordinary outcomes are closer than you think.

• Automate compliance
• Achieve operational efficiency
• Improve customer experience
• Decrease costs and risks
• Increase network availability
• Automate IT management
• Gain insights with analytics
• Prepare for the future
At a glance

Cisco Public

The shifting healthcare landscape and the need to achieve operational efficiency and compliance is driving a need to innovate and transform your IT. Our Business Critical Services include more than 100 services to choose from that can help you improve the experience of your patients and automate your compliance needs, while increasing the performance, efficiency, and security in your technology environment. We’ve highlighted some of our new service innovations below that have been designed to optimize your environment, while adhering to your security requirements.

Compliance and remediation
Reduce risk and enhance compliance. These are both high priority outcomes for healthcare network managers. We assess your goals and requirements against internal and external standards, enhancing your compliance with actionable insights, recommendations, and automated remediation. We identify security gaps and recommend remedies. We also facilitate audits and automated remediation for software upgrades and large configuration projects, as well as regulatory and industry standard compliance. And, with our Security Compliance service, you can institute an effective risk and compliance management strategy while simultaneously reducing OpEx and avoiding potential liability. With our help, you can speed software, configuration, and regulatory compliance at a large scale without the need for human intervention, all while reducing cost and risk.

Automated Fault Management
Keep your network running efficiently and highly available by quickly recognizing issues. Our automated fault management works behind the scenes to recognize potential network problems and message the appropriate people so they can resolve them. Smart automation in real time via encrypted transfer notifies TAC and NOC of the information they need to perform remediation tasks for both potential and actual issues. What used to take hours can be reduced to minutes. You are alerted to potential issues, saving countless staff hours. This reduces downtime, improves availability, and saves you hours of troubleshooting and case management.

Design Engineering
Create a solid technology foundation with a design scaled for the future. Our Design Engineering experts can help you apply design, validation and feature engineering practices, insights and recommendations to help expand and accelerate your infrastructure and applications design. You’ll have the assurance that your implementation will be successful right from the start, saving time, effort, and costly rework.

Advanced Analytics
Gain insight and foresight, achieve business continuity, increase performance and make informed decisions, faster. With Advanced Analytics we apply predictive analytics tools and techniques to understand your operations at a deeper level, including identification of patterns, trends, and anomalies, customized applications, and third-party coverage. We provide insights, recommendations and implementation support for improving customer application and service ongoing strategy, architecture and design, feature selection, configuration requirements, health and performance, and product installation or updates.

Security Incident Response Services
Build a resilient organization with our elite security team. We combine industry-leading tools with access to Talos threat intelligence to avoid security incidents. Security incidents are not only costly, they can expose sensitive information that is required by law to be protected. Our flexible incident response retainer protects you in the case of a breach and gives you the ability to improve your proactive defenses with assessments and tabletop exercises.

Foundational Analytics
Operational excellence and high availability are closer than you think. Our Foundational Analytics provides visibility, analysis, and insights into system software and operational gaps to address in order to optimize your Cisco network and application architecture.

With Health Insights, we listen to your needs and concerns. We gather analysis and insights against best practices to identify gaps and provide recommendations to optimize operations of your Cisco technology. We also help assess the effectiveness of your Cisco environment for planning current and future changes.

Our Technology Assessments identifies gaps and provides recommendations for optimizing the capacity, reliability, general performance, and/or security of your Cisco technologies. We assess for resiliency, capacity, network device security, and collaboration security, just to name a few.

High-Touch Expert Care
Increase operational efficiency and maximize availability by working with experts who know your network. Our High-Touch Expert Care provides the skilled knowledge and the powerful tools to optimize security of your Cisco infrastructure and application environment. A 24x7 support team provides network intelligence so you can improve conformance, anomaly detection, remediation tracking, and overall performance of your security solution. With the insights and recommendations of our experts, you can make informed decisions to reach your security goals.
Differentiators/Stats

Our Business Critical Services help you simplify complexity, optimize IT, improve operational efficiency, and reduce OpEx. Our expertise and innovations in analytics, automation, and security help you get the most out of your digital transformation. Our customers are experiencing:

- 74% reduced downtime
- 21% lower operating cost
- 262% ROI over 5 years

And our new automation tools and processes reduce compliance costs and risk by completing changes at 99.89% accuracy and without human intervention, saving thousands of hours.

Why Cisco?

Cisco empowers healthcare innovation, helping you simply and securely transform your organization.

- We have nearly 3500 CCIE® certified engineers with an average of 10 years’ experience each. That’s 35,000 years of experience and technical expertise upon which to draw.
- On select offers, we have operations managers as well as solution validation, support, and technical engineers with the security clearance you need to run, test, maintain, and design your solutions so they operate optimally.
- We have the hard-to-find technical talent in the areas where you have need.
- We provide access to vast intellectual capital derived from 3 million connected devices, 2500 best practices rules, and aligned with 11 different industry and regulatory standards.
- We are industry innovation leaders who have successfully navigated technology transitions for more than 30 years.
- We have 11 consecutive years of recognition by J.D. Powers for excellence in customer service.

Next Steps

Extraordinary outcomes are closer than you think. Find out more about the next generation of optimization at [Cisco.com](http://Cisco.com).