



Cerner Soarian/Invision

Enterprise Application Support

Applications Supported

Enterprise

- Siemens RX and MAK
- Soarian Ambulatory
- Soarian Clinicals
- Soarian Enterprise Revenue Cycle Management
- Soarian ED
- Soarian Enterprise Document Management
- Soarian Portal
- Soarian Scheduling
- OpenLink
- Invision
- Invision PA
- Invision PM
- MedSeries4
- MS4 Clinicals
- MS4 Financials
- NOVIUS Lab
- NOVIUS Radiology
- Syngo Workflow
- Tibco Workflow and Rules

Specialty & Workflow

- Document Management
- Emergency
- Enterprise Scheduling
- HIM
- Laboratory
- Pathology
- Pharmacy
- Revenue Cycle
- Surgery

ROI Healthcare Solutions Expertise

To support our **clients' migration to modern IT platforms**, ROI offers extensive knowledge and expertise in managing, delivering, and supporting legacy applications and systems.

ROI's team members bring **decades of hands-on application experience within healthcare**, contributing to **smooth transitions** to new IT platforms. Throughout this process, ROI strives to be more than just a consulting provider. We act as a partner and an extension of your team, taking care of the old while you transition to the new.

Cerner Soarian/Invision Offerings

Overall

- Program Management
- Project Management
- Change Management
- Stabilization
- Domain Maintenance
- Standardization Strategy
- EHR Migrations
- Regulatory & Compliance Reporting
- Meaningful Use

Soarian Legacy Support

- Network Support – Desktop, WAN, LAN
- Application Support – Clinical, Patient Access & Scheduling, Financials, HIM, EDM
- Help Desk Support

- Interface & Integration Support – SIEV Monitoring, Open Link and Other Interface Engines, EDM Job Queues, Job Schedulers
- Regulatory & Quality Maintenance
- Data Conversion Planning & Testing
- Reporting Support – Workflow & Rules
- Pharmacy, Laboratory, Radiology, Care Plans
- Upgrade Support Management & Dictionary Maintenance
- Financials – Contract Maintenance, Scheduling Support, General Ledger
- Third-Party Application Support



Legacy Support Services

Support Services

- 24x7 End-to-end Ops Support
- Full On-call Support
- Primary PoC & Liaison
- Break/Fix
- Production Monitoring, Scheduling, Troubleshooting
- Routine Maintenance
- Implement Regulatory Updates
- Decommission Plans
- Downstream Application Testing
- Performance Reporting
- SLA Measurement & Reporting
- Project Management

Implementation Services

- Project Management
- Optimization Assessments
- Implementations & Upgrades
- Integration Services
- Staff Augmentation
- Regulatory Compliance

Detailed Methodology

Project Management

Discovery	Plan	Staff	Manage	Conclude
<ul style="list-style-type: none"> • Confirm Executive Sponsors • Requirements Definition 	<ul style="list-style-type: none"> • Legacy Support Timeline • Finalize Scope • Define Program Management • Finalize Resource Needs • Define Onboard Plan 	<ul style="list-style-type: none"> • Begin Program Management • Recruit & Screen Candidates • Interview Candidates • Execute Hiring • Onboard & Transition 	<ul style="list-style-type: none"> • Ongoing Management • Reporting • Regulatory & Maintenance • Integration • Data Migration & Conversion 	<ul style="list-style-type: none"> • Closure • Decommission Plan • Turnover Plan • Documentation • Final QA

Continuous Resource & Project Evaluation

The Return On Your Investment

ROI was recognized as Best in KLAS within the 2019 Partial IT Outsourcing category with a score of 95.7, based on our application support delivery. Our core offerings center around project management, legacy support, application management/shared services, data migration/extraction, and decommissioning services. Our proven methodologies are applied to create smooth transitions of people, processes, and systems for healthcare providers across the country.

