

Legacy Application Support

Bringing Decades of Hands-On Application Experience

Vendors & Applications

Vendors Supported

- Cerner
- Epic
- Meditech
- McKesson
- Allscripts
- 3M
- eClinicalWorks
- Elekta
- Infor
- NextGen
- Onbase
- Pathway
- Peoplesoft
- Systoc
- Teletracking
- T-Systems
- Zirmed
- Tibco Workflow and Rules

Applications Supported

- Clinical Informatics & Analytics
- Content Imaging
- Decision Support
- EHR
- ERP
- HIE/Integration
- HIM
- Laboratory, Pharmacy, & Radiology
- Population Health
- Revenue Cycle

ROI Healthcare Solutions Expertise

As a result of many of our customers migrating to other IT platforms, ROI Healthcare Solutions has developed extensive experience managing and delivering legacy application and system support. Our project managers, consultants, and analysts bring **decades of hands-on application experience** that is invaluable when it comes to ensuring a smooth transition to new IT platforms.

ROI's experience managing maintenance and support of legacy applications has demonstrated that productivity, quality and client satisfaction improve when a **formal methodology** is implemented. ROI's methodology incorporates planning, program management, the selection of a qualified staff, a detailed knowledge transfer and transition plan, a structured and well-defined application management plan, and metrics to measure performance, increase productivity, and add value.

The transition from legacy applications to the new technology must be seamless and uninterrupted. When you partner with ROI, we become more than just a consulting partner. We act as an **extension of your existing team**, taking care of the old while you transition to the new.

ROI Legacy Support Differentiators

Support Services

- End-to-end, 24x7x365 support services
- Flexible and scalable with predictable costs
- Dedicated Engagement Manager
- Proven methodology
- Staffing assessment
- Software decommission plans

Resources

- Average 15 years healthcare industry experience
- Hands on application and hospital experience
- Application and technical expertise
- Passionate about healthcare
- US-based



Legacy Support Services

Support Services

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

Implementation Services

- Project Management
- Optimization Assessments
- Implementations and 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, 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.





Legacy Application Support

Customer Successes

"ROI has worked with us for many years providing consulting services on a variety of projects. Their staff is experienced, high quality, and provides high value for both consulting and staff augmentation. ROI has been very valuable and played a key role in meeting our IT goals and helping us be successful."
— **Executive Director, IT Operations & Strategy (Baptist Health, Louisville)**

"We did not believe it when you said that ROI will be able to provide support at or above our current level, but you have done it!" — **Director of IT**

Keeping 90+ Applications Stable During Customer's Move to Epic

Over the course of 24 months, this legacy support operation would ensure the stability, uptime, and quality 24x7x365 support of existing systems. ROI's team and comprehensive legacy support approach was soon embraced with a team of over 30 resources to replace the application support analysts preparing for Epic support.

Legacy Support of 55 Applications During Health System Merger

Client needed to implement a new system-wide EHR while continuing to provide support for existing applications all while undertaking a merger with another health system. ROI provided management and support of legacy systems through a staff of 13 and transitioned the support of 55 applications over a six-week timeframe.

Infor Lawson Application Maintenance & Technical Support

As a result of a merger, ROI provided Application Maintenance and Technical Support for the customer's Infor Lawson platform. We also provided Level 3 support during normal business hours with additional on-call support as needed. Customer continued to maintain Level 1 & 2 Lawson support internally but transitioned Level 3 calls to ROI.

Legacy Support Delivered Across Numerous Locations

Customer was preparing for a transition to Cerner and needed a legacy support partner to provide support for the applications being replaced. The team requirements included project/program management, technical analysts, and ongoing interaction with departmental and leadership stakeholders. ROI furnished personnel and methodologies and work products necessary to deliver legacy application support services, centralized at a primary information technology facility, and delivered across four hospital sites and 50 ambulatory locations.

