



Legacy Application Support

Project Management, End-User Support, and Transition Support

CLIENT ENGAGEMENT RESULTS

Prominent Health System

Located in the Atlanta Area

Client's Challenge

- How to implement a new system wide EHR and continue to provide support for existing applications all while undertaking a merger with another health system

ROI's Solution

- Provide management and support of legacy systems through a staff of 13
- Transition the support of 55 applications over a six week timeframe
- Provide project management and support for numerous projects & upgrades

Project Outcomes

- Highly satisfied end-users and stakeholders
- Allowed the hospital IT team to focus on their EHR implementation
- Removed a majority of the distractions to the IT team that go along with 24/7 support



Comments from Director of IT – “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!”