Engineering Concierge

AUGMENT YOUR RESOURCES WITH VIRTUAL STAFF

Making "What If" a Reality

Finding and retaining the right technical resources to address all the needs of any facility can be extremely difficult. So much time and money are spent recruiting, vetting, hiring, onboarding, and training new employees. Facilities often find themselves in a repeating cycle of these processes, with no solution in sight. What if there was a way to have all the needed technical resources at your fingertips 24x7, 365? What if you didn't have to worry about that repeating cycle of hiring and the woes of turn over? What if there were resources that were guaranteed to meet initiatives in your timeline? What if you could utilize any engineering resource whenever necessary with one vendor partner? What if these possibilities were all reality and even saved you money?

Why?

With the demands of IT staff rapidly increasing with the advancement of technology, these "what if" scenarios seem farther out of reach. These "what ifs" are the very reasons The HCI Solution developed a plan to help facilities augment their technical resources. Imagine finding one vendor partner that covers every technical need you may face. One vendor partner to communicate with and hold accountable for satisfying initiatives. One vendor partner to be part of your team when the load is unbearable that can save you time, money, and unnecessary stress.

THE HCI SOLUTION'S ENGINEERING CONCIERGE SERVICES INCLUDE:

- Data Services · NPR · RD · DR · SQL
- Interface Engine Management
- Systems Integration
- Custom Scripting
- Custom Interfaces
- Legacy System Archiving
- Dictionary Management
- Business Analytics
- Database Management
- Project Management
- Custom Software Development
- Engagement Coordinator

Visit us on our website: https://thehcisolution.com/

How?

You are probably wondering at this point, how in the world you make these "what if" scenarios a reality? Here's the scoop on The HCI Solution's approach - Engineering Concierge Services (ECS). Define a yearly budget amount without the worry of what technical engineering resources you may require and work with our sales team to customize your ECS plan. Establish how many hours your budget allots for at our competitive ECS discounted hourly rate. Split that yearly budget amount into 12 monthly payments and pay that same amount every month no matter what technical resources are utilized or how many hours are spent in any particular month. Use your hours as quickly or slowly as you decide, those hours never expire so no value is lost, and no hourly rate increases are experienced.

> "HCI's ability to evaluate a process and come up with a creative solution "outside the box" is very beneficial. I lean on The HCI Solution for a variety of technical needs that would take multiple staff members to match. We do not have to worry about which service we need when we contract with HCI. We just use HCI as we need them to support our initiatives. We get the years of combined experience HCI possesses to help us achieve success in our timeline. They always come through and we only have to go to one place."
>
> **-Brian Robicheaux, CIO**
> **Peterson Health**

What Sets us Apart?

The HCI Solution's ECS is a partnership that allows us to plan resources so they're not over obligated and meet the needs of our partners. We have some of the most experienced technical engineers in the industry that deploy best practices at every facility we work with. We hire staff to ensure that all engineering areas of focus are covered, they are using these skills daily making them extremely efficient with the abilities to meet all technical engineering challenges faced. The HCI Solution is focused on quality, not quantity, and we pride ourselves on delivering exceptional service on demand.

Engagement Coordinator

Included in any Engineering Concierge Service plan is an assigned engagement coordinator. This allows our customers the ease of having one main point of contact for all of their engineering needs. The engagement coordinator will involve the specific engineer(s) necessary to meet your initiative(s) and timeline. If multiple engineers are required for specific projects, the engagement coordinator will coordinate all engineering resources so that you can better focus on project success.

Data Services

This service includes report writing and data mining for all your systems, not just MEDITECH. Our engineers have extensive design and use experience with MEDITECH NPR, RD and SQL. Engineers often repurpose reports that have already been written to save time and save you money as an

ECS partner. Application databases and Data Repository (SQL) are great sources for reporting and data mining. We know where the data lives and use industry standard tools and best practices.

> "We go to The HCI Solution for our report writing needs. They are quick, proficient, have extensive knowledge of the system, and offer great rates for the work they do"
>
> **-Scott Stewart,
> Information Services Manager
> Rochell Community Hospital**

Interface Engine Management

Engines are a necessity that require experienced technical people with knowledge of current data exchange standards to effectively meet today's interfacing demands. HCI's interface engine staff have years of experience using several different engines, including open-source engines that can save you significant amounts of money. Their years of experience and best practice approach will save you time and money as a ECS partner.

Customer Experience

It's easy to understand all the benefits of ECS partnership. But don't take our word for how valuable an ECS partnership can be. Peterson Health has and continues to utilize a number of our services under Engineering Concierge, through their MEDITECH Expanse upgrade and beyond to ensure cost effective project completion. Engineering Concierge even allowed them to replace 4 vendors with a single point of contact saving them time, money, and the headache of coordinating with multiple vendors. Read **Peterson Health's full testimonial** about their experience utilizing The HCI Solution's Engineering Concierge Services.

> "We contracted consulting hours from The HCI Solution to get us started with MirthConnect. Pedro and his team were knowledgeable and patient with us. They helped us design our solution in a very short time. We will definitely contract with them for future projects."
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> **-Ricardo Viteri, CEO Asimed Laboratories
> Guayaquil, Ecuador**

Engineering Concierge Services is a versatile plan designed to fit any hospital's budget. Experience peace of mind with Engineering Concierge Services and turn the "what ifs" into your reality.

Learn more about Engineering Concierge Services.

Call or email us today to discuss your customized Engineering Concierge Services plan options.
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