

POST SUNSET SUPPORT

An Overview



ROI's offering for hospitals & health systems that will go-live on new EMR systems *after* the sunset of their legacy clinical and financial systems

MCKESSON

McKesson's Horizon product suite will not be supported beyond March 2018. ROI has developed a comprehensive solution for hospitals that need more time.

ROI has been implementing and supporting McKesson solutions for 16+ years:

- Project Management
- Implementations/Upgrades
- Training & Support/Troubleshooting

Proven track record of partnering with McKesson

- Collaborative engagements
- End-to-end application engagements
- Migration engagements
- Large staff of credentialed Horizon application & technical resources



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 of a Louisville-based Hospital



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Core Services

Customer Support

- 24x7x365 telephone support for issues & change request corrections (Level 1 & 2)
- Escalation to development (Level 3)

Software Development

- Ongoing development for defect resolution and regulatory updates (Excludes MU3 & Enhancements)
- Level 3 support

LEGACY APPLICATIONS

Optional Services

Internal Help Desk

Take on internal help desk responsibilities

Legacy System Support

Application troubleshooting & training

Implementation/Upgrades
(Enterprise releases, Service Packs, & Regulatory)

Remote System Administration

(System Management, System Monitoring)

Strategic Project Management
(MU, Analytics)

All Sunsetting McKesson Horizon Clinical Applications | Tiers 1 – 3

Support | 24x7x365 Coverage

Established User Community of Similar Clients