CareForum 2022
The WellSky® Conference

Achieve Operational Excellence and Maximize Efficiencies
CPR+ & CareTend Managed Services

Andrew Kaiser, Project Manager

Ryan Kiesel, Manager of Professional Services
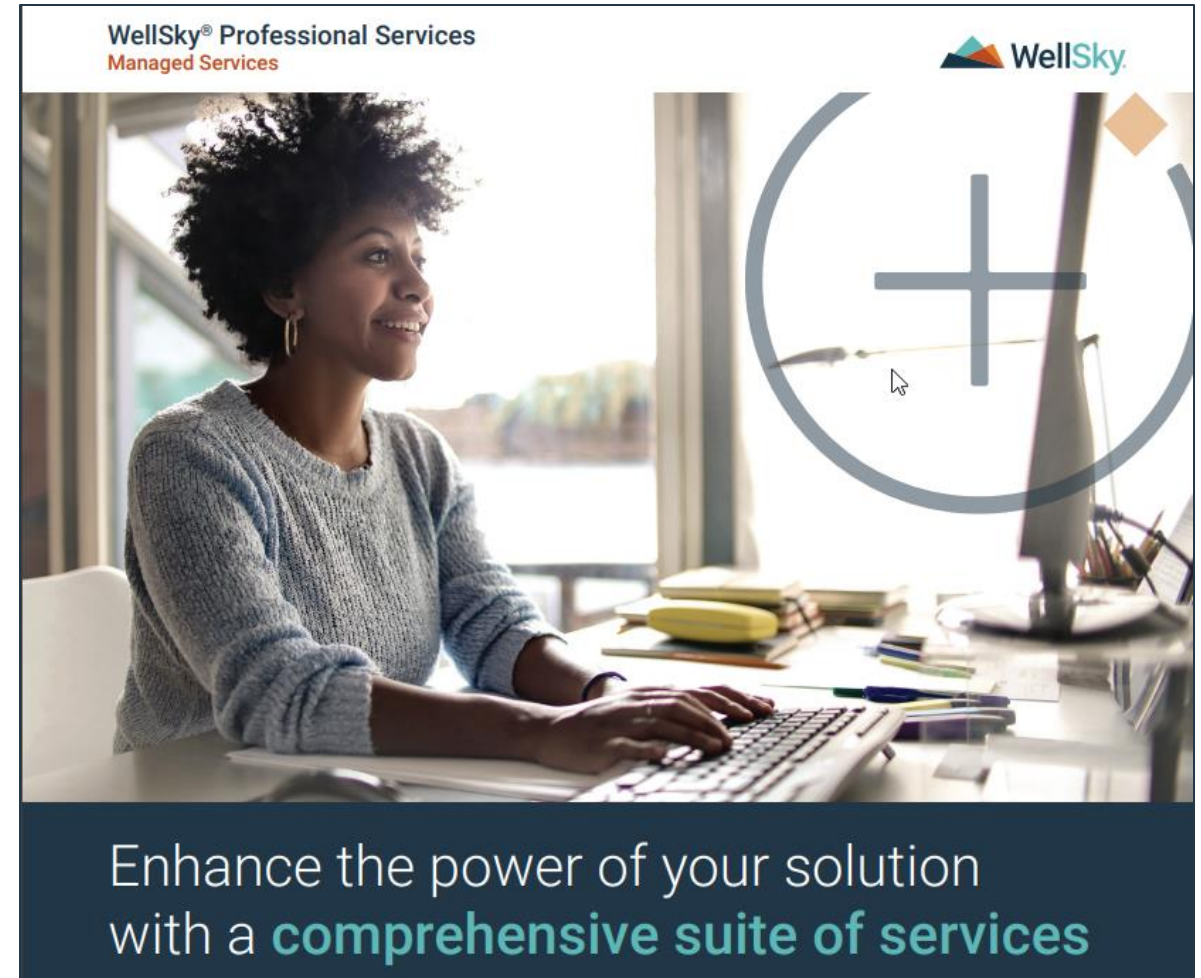
Wednesday, September 14, 2022

Agenda

- Overview of Managed Services
- Current Options within WellSky Managed Services
  - Code Release Upgrade Services
  - Solution Optimizations
  - Technical Health Checks
  - Other Enhancement Opportunities
- Future Managed Services Offerings
- Q&A

WellSky Managed Services

WellSky Professional Services

Overview

WellSky® offers configurable solutions to our provider. All our solutions, regardless of the setting of care, are built to meet the unique needs of each clients' organization. With WellSky Managed Services, our solution experts help our clients maximize the impact of their configuration through technical services, learning services, and optimization & readiness services.

The Value of Managed Services

WellSky ensures our partners are realizing the full potential of their solution by:

- Identifying underutilized or new features

- Configuration

- Workflow modifications

- Training needs

Key Benefits:

- Reduced cost of supporting core applications

- WellSky clinical/technical solution knowledge base

- Review of new features and benefits within the software

- Improve efficiency in performing standard, routine, maintenance activities within the system

Solution optimizations

Getting the most from your investment

The solution optimization is an assessment of client's current business processes to identify opportunities for solution improvements and business process efficiencies.

Key Benefits:

- Review and categorize support cases submitted, including trends and case metrics
- Issue commonalities
- Enhancement Updates
- Error queue checks/trends per user
- Application configuration review

WellSky provides findings and recommendations for workflow and solution changes.

Upgrade services

Keeping your system up-to-date

Upgrade services is a way for clients to maintain the current version of your WellSky applications. These services include regular code updates to client test and production environments, testing support, and issue management and provide remote go-live support.

Key Benefits:

- Receive latest advancements in WellSky's applications
- Ensure system performance improvements are included in the system
- Maintain compliancy and the latest security enhancements
- Resolve identified defects

WellSky partners with clients to ensure client systems are up to date and have the latest features, fixes, and performance improvements.

Technical health checks

Performance & stability

The technical health check is an assessment of a client's current technical architecture to identify and suggest adjustments to provide a more efficient system and best application performance for CPR+ or CareTend.

Key Benefits:

- Identify hardware and system settings that are outside of best practices
- Improve system performance
- Reduce crashing and increase stability
- Recommendations provided to adjust infrastructure to meet the client's growth and scalability

WellSky provides findings and recommendations for current infrastructure and system needs for future growth.

Saving Time Example

+1.2 seconds per search

Solution Optimization

+0.5 seconds per search

Upgrade Services/Staying Current

117 hours of time savings

Across Userbase

Other Service Opportunities

Concierges professional services

WellSky Helping support our customer's needs.

- Custom Reporting
- Custom Scripting
- Ongoing Training
- End User Support
- API Development
- Solutions to Complex Business Challenges

Future opportunities

Coming soon…

Continued advancement for our clients

- Assurance services

- Detailed client-specific performance monitoring

- WellSky API library

Q&A

Thank you.
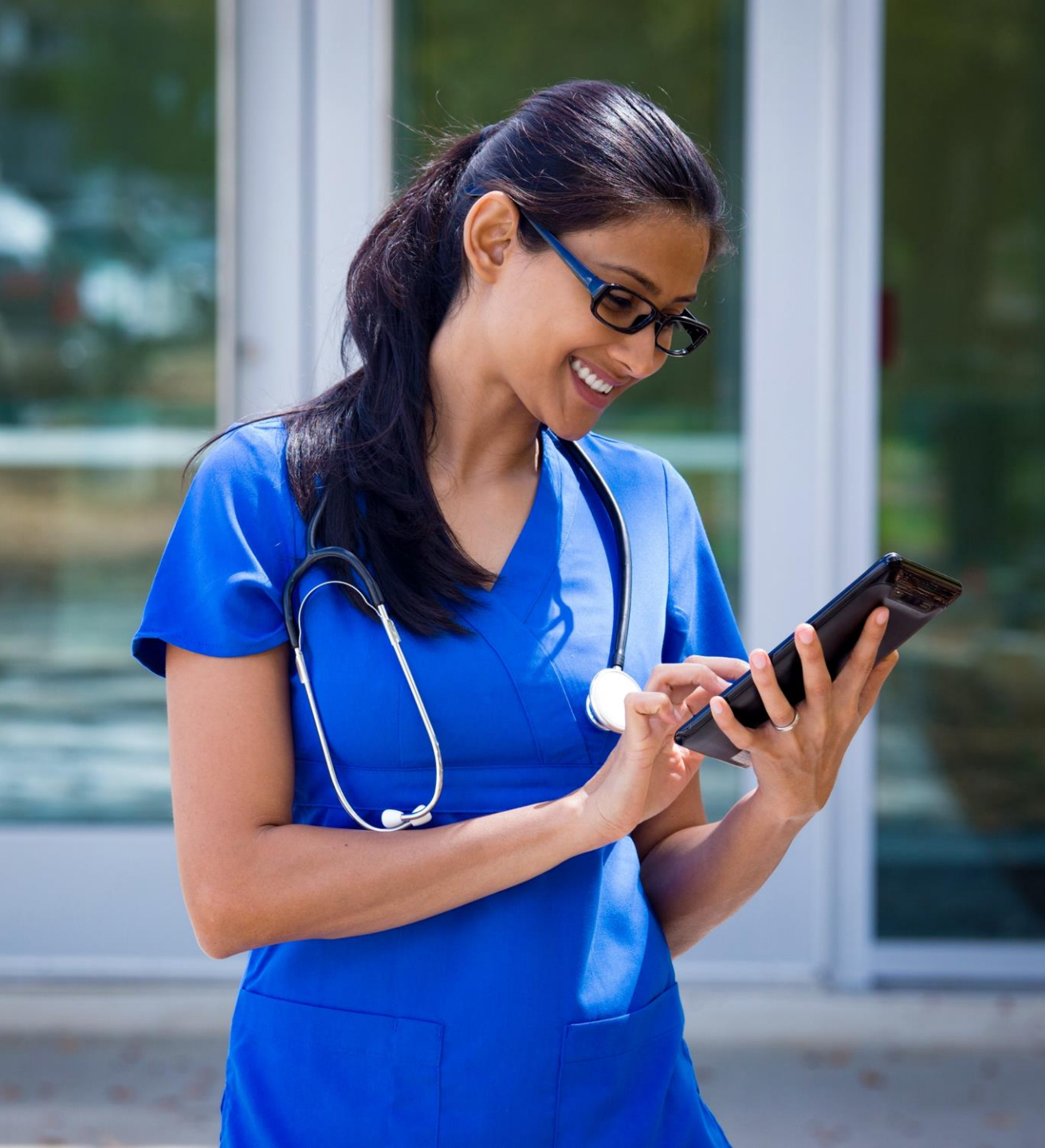
Contact us:

Andrew Kaiser
Project Manager
Andrew.Kaiser@WellSky.com

Ryan Kiesel
Manager, Professional Services
Ryan.Kiesel@WellSky.com

Learn more about
WellSky Professional Services

Enhance the power of your solution with a comprehensive suite of services

Request a consultation today!

WellSky