



## Information Technology Services

High levels of availability and performance are the standard for CareCentric's Information Technology Services. Through our state-of-the-art data center, we offer a total package of services, allowing you to run and build your business without worrying about your technology infrastructure.

### About CareCentric:

Headquartered in Atlanta, and with more than 35 years of technology expertise and domain knowledge, CareCentric delivers technology, business operation and IT services to providers serving the entire post-acute care continuum.

### High Levels of Availability and Performance

IT Services offers you a highly technical solution that ensures access to your critical business applications, from the data center to the desktop.

Customers who have requirements beyond the traditional technology model will benefit from our managed and supported solution for businesses. Our flexible solutions are scalable throughout the contract lifecycle.

### IT Services

#### IT Strategy, Policy and Operations

- Business process analysis and alignment with business objectives
- SAS 70 Type II certified, ISO20000 compliant
- Performance management and reporting
- Application development
- Tactical and strategic consulting

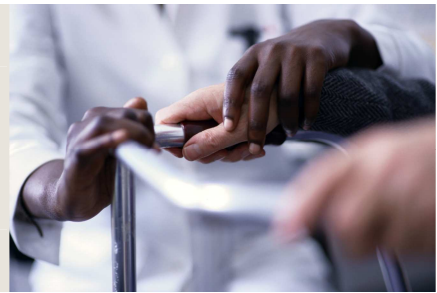
#### Data Center Management

- Tier III Data Center
- Collocation space provided
- Skilled engineers on staff
- Extended IT resources to continuously monitor performance
- Desktop application support
- Field support engineering
- Help desk
- 24-Hour monitoring

#### Application Hosting

- Managed application hosting services (monitoring, backup, etc.)
- Operating system and Web site management
- Database administration
- Anywhere access

# Information Technology Services *continued*



## IT Services *continued*

### Security Consulting

- Best practice consulting, processes and tools
- Specialists for audit, design, policy and implementation

### Infrastructure Management

- Network management/service audit and design
- ROI analysis
- Procurement, configuration and fulfillment of hardware and software
- Provision and management of Private and Internet communications and applications
- Network and service migration and upgrades

### Risk Management

- Contingency planning
- Recovery from backup
- Disaster Recovery site

## CareCentric IT Services Benefits Your Business

- Provides the best possible performance/cost ratio for your business strategy and objectives by controlling, reducing and/or improving the predictability of your IT costs.
- Enables your organization to explore innovative but proven technologies and apply technology to your business operation through our diversity of technology and expertise.
- Meets and exceeds agreed Service Level Agreements by enhancing your infrastructure, skills base and/or IT management and by increasing your flexibility and responsiveness from an IT perspective.
- Consolidates IT across your organization to achieve integration across disparate Lines of Business via common technology and best practice implementation.

For more information, call 800-254-9872 or visit [www.carecentric.com](http://www.carecentric.com).

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