



Client - A Health Care Provider

Client is a leading health care provider in New York State comprising four acute centers as well as dozens of diagnostic centers, primary care sites, continuing care facilities and home health care agencies.

client Situation

- In 2005, Client asked iTech to perform custom development work on a SeeBeyond application operating in one of its facilities.
 - *Scope of Initial Project*
\$40-50,000 over 3 months
- Results of initial project beat expectations and opened the door for iTech to continue offering its services to client.
- In the face of a rapidly changing environment coupled with client's expansion of operations, client needed to develop and enhance a robust integration network of its current applications in order to deliver care instantaneously.

iTech's Solution

- iTech identified that client was operating on a broad range of over 17 Clinical and Financial applications across the Health System's three major HIS systems.
- iTech integrated these applications on three EAI products (Siemens Openlink, Sun Egate 4.5.3 and old Datagate) and developed the interfaces for other applications.
- iTech successfully managed the testing/deployment, building new functionality and going live with new products while maintaining a steady state live environment with minimal/zero business impact

RESULTS

- iTech improved client's operational efficiency and reduced the health system's software and maintenance costs by approx. \$2 million.
- With iTech's integration efforts, client has been able to accurately and instantaneously deliver both patient and systems information across all facilities, helping client better understand, diagnose, and treat its patients.
- iTech stretched the client integration arms to serve their physician offices located outside their network. Powered by NOVO Innovations and client Internal resources, iTech facilitated integration with 150+ physician practices serving 250+ physician offices to deliver LAB, RAD and Transcription results directly to their offices. During this process Integration was developed between client applications and external EMR products.
- One of iTech's employees was nominated to be the top three technology person in western NY (Beta Award) for the year 2008.

Evolution of Relationship

- During the past four years, iTech has supported/facilitated over 50+ major live events.
- Impressed by the quality of iTech's custom development and integration work, client asked iTech to assist with a number of other projects including:
 - iTech represented client and served as the Chief Architect for building the community level results repository. "Healthe-Link" community RHIO, spear headed by HEAL NY grant, was powered by 4 major health care providers (client, Kaleida, ECMC and Rosewell cancer Institute), 3 major Insurance companies (Independent Health, Health Now (BCBS), Univera) and dozens of homecare and physician offices.
- Current projects include:
 - Application development of interfaces to support integration
 - Support

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|------------------------------|-------------|
| Total Estimated Project Cost | \$1,000,000 |
| Fee Type | T&M |
| Project Timeline | on-going |
| # of years as client | 4 |
| Current # of employees | 2 |
| Current # of projects | 2 |