

With each project, **ADC System Services** unites the expertise of our specialists, the power of innovative technology, and the wisdom of our experience—and we focus it on your needs. We deliver what you *want*: a smooth implementation, minimal downtime and every contingency covered. We also deliver what you *need*: an integrated system that meets your business needs and bottom line objectives.

ADC works with clients in healthcare, retail and telecommunications. Our focus is not just how to implement systems, but how to integrate them to improve your business. That is why our expertise spans the full lifecycle of major system upgrades and conversions, from the RFP process through go-live and then onto production support.

That is the ADC difference...

We identify comprehensive solutions that get all your needs met.

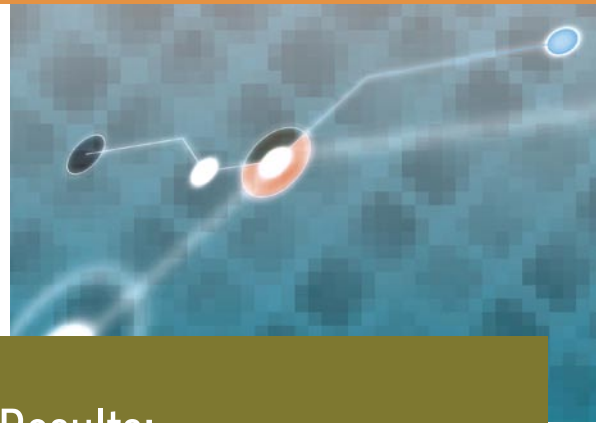
Summary of Services

Because our clients come to us at different stages in their implementation efforts, ImplementationPlus™ is designed to help at any stage of a client's implementation/conversion.

Key consulting areas include:

- **Project Management**—Every ADC project manager understands complex project management strategy, tight budgets, accelerated deadlines, vendor issues and limited information system resources. We also understand that effective project management will impact the quality of the project and the client's bottom line. When we're part of your team, you can expect resourceful thinking plus practical expertise to plan, staff, budget, and test which will ensure a successful activation of your project.
- **Applications Consulting**—Our consultants provide staff augmentation and department immersion to deliver a smooth transition, they tailor your system to get the most of your application—and your investment. We stay abreast of the latest application improvements and regulatory changes, so your system is equipped to meet these critical needs. Our application expertise runs deep in health care, covering GE/IDX, McKesson, Cerner, Siemens, Epic, Streamline Health, FormFast and Meditech. We have implemented, integrated, interfaced with, and deactivated, these and other systems in complex environments.
- **Data Conversions**—Clean data. Short downtimes. Regulatory requirements met. Whether vendor-to-vendor or same vendor conversions/data migrations our specialists can convert almost any commonly used database structure using the latest tools and technologies. We map according to the data needs of the application users. We use replication tools that allow your application to run until the very last minute before cut-over. We keep downtimes to hours, not days. We make sure your data is clean and correct when it arrives in the new or upgraded system. Our data conversion consultants can also design an archive strategy that allows for a secure archive of legacy data.
- **Technical Services**—Although overlooked at times, solid technical resources are the cornerstone to a successful implementation and long-term performance of any system. Our technicians will address all hardware setup, maintenance, installation and decommission requirements. After all, a robust application requires a robust technical environment. One that is solid enough to support it. ADCs' team of technicians can troubleshoot problems from a network glitch to an operating system failure. Through operations planning and system management, we establish a reliable and flexible system environment. Our technical resources will also evaluate current infrastructure and provide plans to decommission, or transition to a new technical infrastructure.
- **Engineering Support**—We have programming resources available with a wide variety of knowledge and expertise to support existing/legacy systems, interfaces, data conversions and new development.
- **Testing and QA Services**—Our experienced and detailed testing and QA resources understand the importance of testing and delivery of a quality product. They can assist with, or be responsible for the generation of testing plans and scripts, testing execution and summary, recording of issues with details for issue replication, etc. Testing and QA services also plan for volume and Integration testing. Our testing not only includes standard testing phases, but also includes our unique Model Office experience.

- **Staff Augmentation**—We understand the importance of ensuring that your employees are your key resources who will be responsible for support and maintenance of your new systems going forward. By providing staff augmentation services, we can assume the responsibility for, or assist with current duties by relieving the workload of your staff that will allow them to focus on your new systems or projects. Maintenance of your current systems, ongoing customer support, analysis, triage and prioritization of reported issues are all critical activities that need to be supported while also focusing on new system requirements. We understand the balance between keeping your customers happy today, while winding down activities on 'old' systems. We find temporary solutions (where appropriate) that will work, and help to maintain support and confidence within your user community.
- **Staff Training**—A system is only as effective as the people using it. That's why we will take your staff through training that helps them grow in the use of a system or application. We want your staff to feel at home with new, unique, and inventive ways of using your system so they get the most from your investment. Our consultants can either act as trainers or work with you to develop a training strategy for new applications, technical areas or business process changes. Our training staff can evaluate training needs, generate training plans, training materials, develop web based training and monitor training success.
- **Physician/Clinical Liaison Services**— Collaboration with, and buy-in from Physicians and Clinical staff is a critical component to the success of any upgrade or implementation. This support frequently defines how a new system is adopted and embraced by the user community. Our Physician/Clinical Liaison will work with these groups to ensure that good relationships are created and maintained, will listen to feedback and input on what's important, and will encourage participation in the design, testing, adoption and positive publicity for your new system.
- **Business Process Consulting**—While the information system you choose is important, how it supports your business needs is equally vital. Our business consultants work with clients to identify and implement changes in business processes for valid reasons. Our goal is to help you retool your business processes to take best advantage of your application and better serve your customers. A critical component of this is to ensure collaboration and buy-in from your user community. The BP consultant will work closely with project team members and the user community to ensure that new and revised processes are clearly identified and appropriate.



Delivering Results: Group Health Cooperative

The root of the problem may have been the system, but the cure was even more complex. Always looking ahead, Group Health Cooperative saw that curing their transactional woes was a prerequisite to innovation. In this case, giving consumers new product choices was critical to their success.

Operating on a highly customized legacy application, this well-regarded ambulatory care organization was experiencing difficulty with their financial management system. ADC's job was not just to upgrade the system, but to create a better overall environment for their billing, cash tracking and data capture functions. Success required integrating sweeping changes in their business processes into a complex system upgrade, with new hardware, upgraded applications and new technology.

The result was a flawless activation that delivered a new system and new business processes that met the client's goals for regulatory compliance, less manual work-arounds, new electronic billing relationships, accurate data capture—and the ability to now offer consumers the product choices they want.

Let us show you how we can help:

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