Accountable Care. Consolidation. Mergers and Acquisitions. At the same time healthcare providers are working toward meeting Meaningful Use Stage 2 requirements and Affordable Care Act Mandates, they are also reviewing their underlying information technology to ensure financial viability and to realize a return on electronic health record (EHR) investments. IT-as-a-Service (ITaaS) strategies are being deployed to accelerate initiatives related to care transformation, ACOs, and the use of analytics to improve clinical outcomes and financial performance.

But healthcare organizations are currently spending 72% of their IT budgets on maintenance, leaving little room for investment and innovation. Along with being asked to drive IT efficiency at lower cost, the IT team is also facing an increasing number of project requests including EHRs, ICD-10 planning, Health Information Exchanges (HIEs), and improvement of hospital operations. In other words, IT is being asked to transform itself from being reactive to helping drive competitive advantage for patient care delivery and for the business.
Technologies such as virtualization and private cloud orchestration tools are revolutionizing the IT process, making it possible to run ITaaS for maximum efficiency and organizational agility. By investing in a software-defined data center—which is a pool of “elastic resources” managed by software, IT can dramatically reduce hardware and legacy software costs, making it simple to provision and move applications. Built on a foundation of virtualization, cloud-enabled services enable healthcare providers to leverage newer options for solving some of their age-old problems.

The software-defined approach moves beyond traditional IT complexity and rigidity by moving data center services from the constraints of specialized hardware. Compute, storage, networking, security, and availability services are pooled, aggregated, delivered, and managed by intelligent, policy-driven software. The result is a data center optimized for the cloud era, providing unmatched clinical and business agility, the highest SLAs for all applications, and dramatically simpler operations, at lower costs.

**TOWARD HEALTH IT TRANSFORMATION**

IT transformation is not just about technology. It also involves changing people’s roles, organizational processes, and skills to adapt to the new IT paradigm. EMC has the expertise and solutions to help healthcare providers rethink their organization and skills required to gain new efficiency and agility. We can help your organization take three important steps toward Health IT transformation.

**TRANSFORM YOUR INFRASTRUCTURE**

A fully virtualized infrastructure enables the rapid deployment of new clinical and business applications and helps reduce the costs of storing patient data, including medical images. It also facilitates the protection of that information with more efficient and effective backup and disaster recovery, improved security and compliance, and disaster avoidance capabilities.

**TRANSFORM YOUR OPERATING MODEL**

As IT transforms its operations to run IT-As-A-Service, its role will also transform—to both a builder of IT services and “a broker of IT services.” IT will need to acquire new skills and add new roles to move forward the emerging business goals of the organization. In addition, new processes will need to be established to maximize the efficiency and adoption of the new operating model.

**TRANSFORM YOUR APPLICATIONS**

A transformed infrastructure provides IT with the opportunity to rationalize, optimize, and in some cases, decommission legacy applications to a virtual infrastructure. Building new applications using software lifecycle automation techniques, healthcare providers can become more proactive to rapidly take advantage of new business and clinical opportunities.
BECOME THE IT SERVICE PROVIDER OF CHOICE

With the continued growth of patient data and “always on” requirements, your organization may be exploring cloud computing solutions with a service provider or considering building a services catalog within your delivery network to become the “IT Service Provider of Choice.” EMC cloud-based systems and “As-a-Service offerings” can provide platform-independent access to clinical and business applications to minimize the existing limitations of a legacy-based approach to patient information sharing and availability.

An internal ITaaS approach enables you to lower operational costs, restructure costs from capital to operating expenses, improve service levels, and accelerate the deployment and reach of applications to other healthcare organizations. Using EMC solutions and enabling technologies from our strategic partners, healthcare providers will gain efficiencies from improved Backup-as-a-Service, Desktop-as-a-Service, and Compute-as-a-Service capabilities. EMC solutions also incorporate the proper privacy and security controls and HIPAA-specific SLAs to build private cloud and/or hybrid clouds.

With EMC solutions, you can operate IT like an “internal service provider.” An ITaaS model helps you deliver more competitive IT services that will directly meet the needs of clinical departments and lines-of-business, thereby improving internal customer satisfaction. EMC helps your organization engineer and implement an ITaaS operations model and technical infrastructure, delivering more consistent, reliable, self-provisioned services to clinical and business users. Delivering ITaaS, your organization can populate your Service Catalog to:

• Evolve to a scalable, dynamic IT as a service infrastructure at the appropriate pace
• Increase business agility to respond faster to business needs through automation, self-service, and enhanced visibility into IT performance and usage
• Improve operational and management efficiencies by automating processes and service delivery
• Effectively deliver on SLAs, lower CAPEX and OPEX costs over time, and shift from a cost center to a profit center

JUMP START YOUR IT-AS-A-SERVICE STRATEGY: EMC GLOBAL SERVICES

EMC recommends a lifecycle approach to ITaaS that begins with the development of an ITaaS strategy to chart your course. To jump-start your Health ITaaS approach, EMC Global Services can help clarify your current readiness and build a roadmap based on best practices to guide your ITaaS investment and prioritization. Leverage EMC Global Services Best Practices to transform:

• Deployment of your applications to build a cloud-enabled rationalized application portfolio
• Your operating model to better define and automate Service Management including financial transparency and accountability with metered chargeback
• Your IT architecture to deliver services to your IT stakeholders and end-users
TAKE A FIRST STEP: BACKUP-AS-A-SERVICE

EMC backup, recovery, and disaster recovery solutions enable your organization to deliver flexible and profitable Backup-as-a-Service (BaaS) for a wide range of physical and virtual environments. By utilizing our platform with data deduplication, healthcare organizations can significantly increase backup and recovery performance while reducing their own IT and management costs.

Your organization can offer Backup-as-a-Service as an alternative to existing dedicated, stand-alone, disk- or tape-based backup offerings, while integrating customer service catalogs into an easy-to-deploy platform. Take a first step with the EMC Backup-As-A-Service offering which integrates EMC Avamar and EMC Data Protection Advisor (DPA) to provide backup, restore, and de-duplication capabilities in a multi-tenant environment.