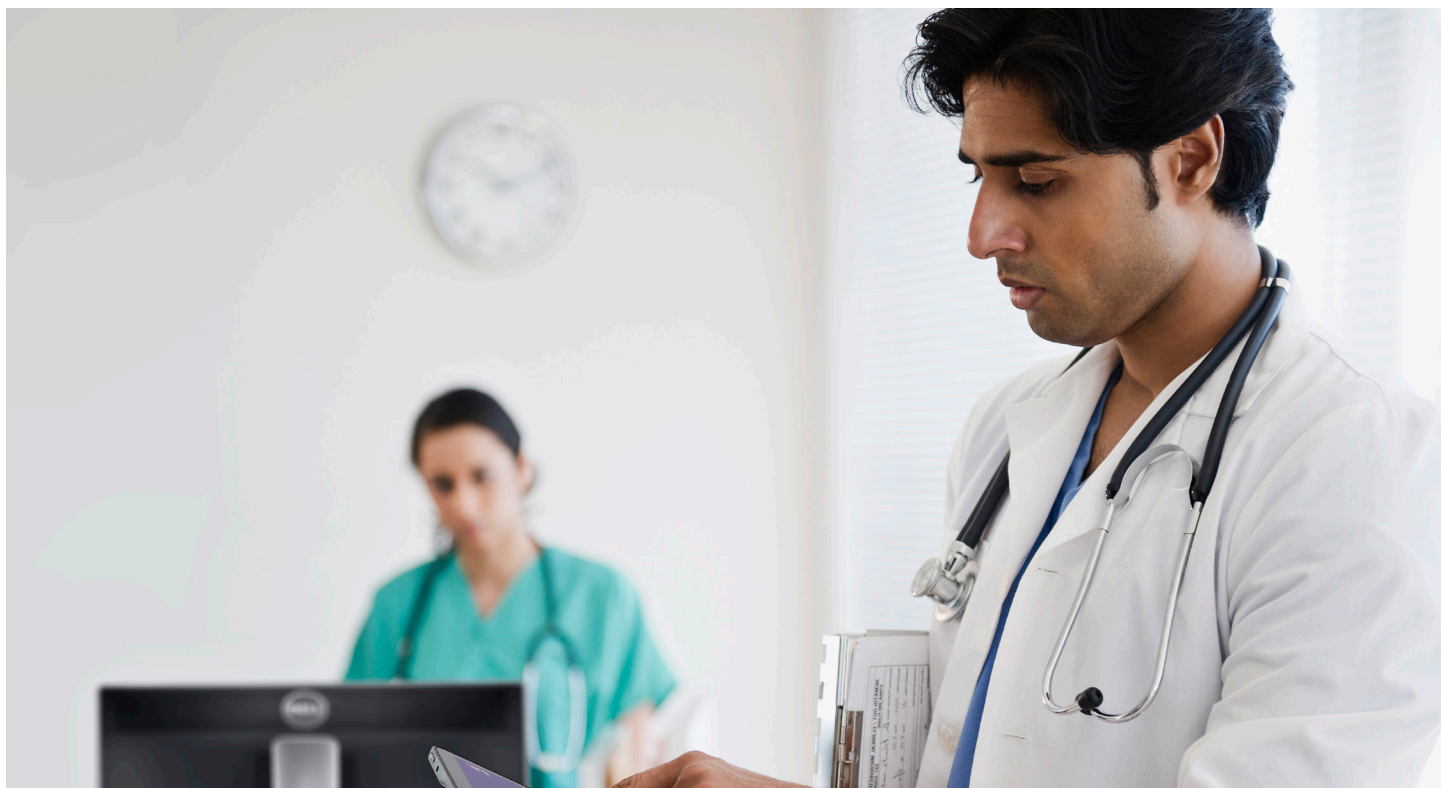




Insights are the best medicine — for patients and for the future of healthcare.



Dell can help you find the insights and solutions you need

Insights are the “aha” moment in healthcare, the point when we clearly see the path forward — to the right diagnosis, to the best treatment, to the patient-centered care every person deserves.

While insight depends on data, the challenge for healthcare is not a lack of data. Just the genomic data needed to treat new cancer patients

is now measured in exabytes, a metric that equals 1 million terabytes. What healthcare organizations need are the systems, tools and analytics to effectively manage, integrate and analyze the deluge of data and deliver insights where they are most needed.

For six consecutive years, Gartner has ranked Dell #1 in Worldwide IT Services for Healthcare Providers, based on 2014 revenue.¹

We serve hospitals, health systems, physicians, health plans and life sciences organizations, and can provide the people, processes and technology to help you find the insights you need for your work today and the vision you need to create the healthcare of the future.

¹ Gartner, Inc., Market Share: IT Services, 2014, Kathryn Hale et al, March 31, 2015

Creating partnerships across the continuum of care

As healthcare has become more focused on effective, patient-centered care, organizations across the healthcare continuum have joined forces to improve care delivery. Our long history of service to physicians, hospitals, health plans and life sciences organizations gives us a unique advantage in helping our customers build the strong partnerships needed for more effective care and better patient outcomes.

Helping healthcare organizations reach their financial goals

To provide the services that help people live healthier lives, your organization needs a healthy bottom line. Dell Healthcare Services can help you achieve your mission while also meeting your financial goals. Our deep understanding of the healthcare business can help you achieve greater efficiency and more profitable financial operations, giving you more resources for your core mission.

Our solutions

What follows are brief descriptions of our solutions designed for the healthcare community. For detailed information on any solution, please visit dell.com/healthcare or talk to a Dell representative.

Data security and compliance

Dell SecureWorks offers industry-leading, connected security solutions that maintain accessibility for caregivers while maintaining high level security and HIPAA compliance. With our unique blend of hardware, software, services and partners, we can help you protect patient data whether it resides in a data center or on an end-user device such as a laptop or tablet.

Secure healthcare cloud

Cloud provisioning can help healthcare organizations of all size, allowing you to reduce internal workloads, add critical capabilities and focus more on patient care. Cloud's economies of scale make capabilities such as advanced security

affordable for physician practices, community hospitals and other midsize providers. And cloud provisioning solves many issues related to disaster recovery, rationalization following a merger, clinical collaboration and data integration.

Infrastructure consulting

An updated and optimized infrastructure can increase your ability to adapt to the changing needs of healthcare and succeed in a highly competitive environment. Whether optimizing your existing IT infrastructure or embarking on a transformation, you'll need a well-defined plan, not only to frame the technology, but to develop a rollout that won't interrupt operations. Dell can help you assess your current IT environment and design, and implement a future-ready infrastructure. We're vendor agnostic and can work with a wide variety of environments.

Solutions for physicians, hospitals and health systems

Security, consulting and compliance

Dell can help you create new strategies to be more cost-efficient, collaborative and secure. We can help you adapt as regulations change, and to integrate and rationalize in the wake of mergers and acquisitions.

Interoperability and integration

Get the advanced capabilities of the Dell Boomi integration platform along with comprehensive services for designing, planning, managing, implementing and supporting your integration projects.

Electronic health record (EHR) and clinical applications

Our comprehensive EHR solutions include software, hardware, installation, setup and training. We also offer application-specific clinical and technical around-the-clock support with expertise in all major EHR systems, including; MEDITECH, NextGen, Allscripts, Greenway, Epic and Cerner.

Revenue cycle and administration

Dell can help you assess your revenue cycle and administrative processes, from clinical documentation, coding and billing, to administrative workflows for enterprise resource planning (ERP) applications. We help you redesign systems to be more streamlined, efficient and customer friendly.

Healthcare analytics

Dell provides an end-to-end portfolio of solutions and services for healthcare analytics. We'll help you predict and manage risk, improve clinical outcomes and operational efficiency, and reduce the time and cost of regulatory reporting. Our data integration and management solution can help you collaborate across the healthcare continuum.

We have invested \$50 million in new capabilities, which was funded, in large part, through the efficiencies we get from having Dell Services manage our infrastructure. Working with Dell has freed operating expenses for us to invest in things that really move the dial on our business.

Rick Mears,
CIO & Senior Vice President,
Owens & Minor, United States



Patient engagement

With our deep understanding of healthcare, social media and relationship management, Dell can help you create a plan for effective engagement to improve patient outcomes and deepen the bonds with your communities.

Unified Clinical Archive

Dell's vendor-neutral archiving (VNA) platform can help you standardize, share and integrate data from imaging applications and other data sources, allowing physicians and patients to securely access data on demand through an EHR or patient portal. Our Unified Clinical Archive includes advanced features such as analytics, dose monitoring and disaster recovery. You manage the workflow and data access, Dell manages the hardware and software for a stable, reliable platform.

Mobile solutions for healthcare

Dell can help you provide the secure mobility consumers and caregivers need. We have data center solutions to create virtual desktops for caregivers, fast-to-deploy mobile apps to help you engage consumers, telehealth solutions to provide efficient and convenient e-visits, and tablets that fit the special needs of healthcare. We can also help simplify integration of mobile data across the healthcare ecosystem.

Point-of-care solutions

We offer a range of products from our partners that make healthcare IT more convenient and accessible. These point-of-care, computerized provider order entry accessories enhance clinician productivity and add to patient satisfaction. Whether you need to clear the clutter, improve security, become more mobile, ensure your power solutions meet regulatory requirements or view diagnostic images at the point of care, Dell partners have products that make your job easier.

Our much-enhanced social media reporting capabilities save us at least 20 hours a week for other work, thanks to the Dell Social Media Services team.

Michael Yoder,
Social Media Strategist,
Spectrum Health,
United States

Solutions designed for health plans

Application services

Dell offers a robust suite of end-to-end services to keep your applications up to date and responsive, and your workflows streamlined. From assessment, development and management to migration and re-engineering, we help you gain better performance from your current health plan applications.

Analytics and business intelligence

Our solutions help you go beyond traditional descriptive analytics and unwieldy data warehouse strategies to advanced business intelligence, analytics and strategic information management systems. We help you create a systematic approach to managing health plan operations by turning data into predictive insights that help you manage costs and risk, and attract the customers you need.

Business process outsourcing

For more than 30 years, Dell has implemented processes and technologies that bring about real transformation for customers of all sizes. Our end-to-end administrative services help you streamline operations, improve productivity and strengthen cash flow to stay competitive and improve member satisfaction.

Consumerism

Dell can help you engage with consumers wherever they are to grow and retain membership, manage costs and improve the member experience. Empower your members with 24x7 access to information via marketplace and self-service portals, mobility solutions and social media engagements, providing an omnichannel shopping experience, payment flexibility and a superior consumer experience.

We consistently received excellent service from Dell. At peak times, Dell Services processed up to 90,000 claims per month, and they helped us lower our claims processing costs by 40 percent.

Denise Cotter,
Vice President of Operations,
HealthMarkets,
United States

Enrollment and billing

Enable secure, real-time transactions between health plans, providers, vendors and federal/state systems. You can quickly enroll new members through group or individual plans, using both public and private models. Our solution helps you easily connect to the federally facilitated marketplace and state health insurance exchanges. Plus, you can execute data quality checks and payment integration for faster premium turnaround times.

Fraud, waste and abuse

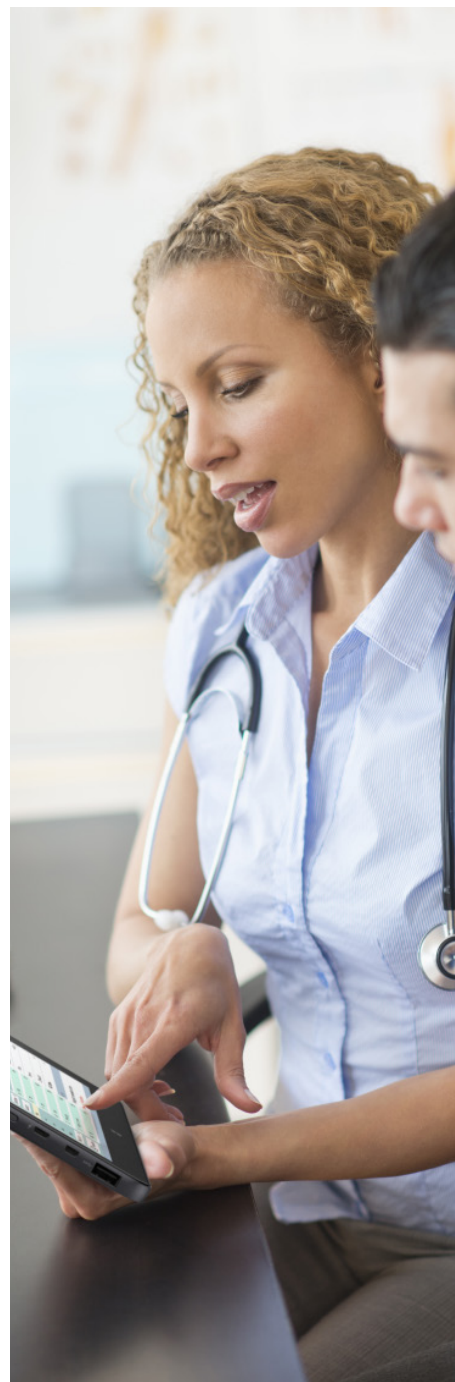
Fraud, waste and abuse lead to higher costs for you — and higher co-payments and premiums for members. We can help you capture more revenue and automate payment authorizations with proven toolsets for screening, scoring and coordinating benefits.

Telehealth and coordinated care

Expand access to care and better coordinate and manage care for improved health outcomes. We use video-based platforms and remote monitoring to connect members and patients to telehealth kiosks, marketplace portals and mobile medical devices so you can ensure better care coordination and efficiency.

Third-party solutions

Elevate your system capabilities and functionality to improve third-party administration, while you improve productivity with system integration and workflow alignment. Seamlessly manage enrollment, billing, tracking, pricing, reporting and provider/product data to improve the customer experience.



For more information about any of our service offerings, please visit Dell.com/Healthcare or contact your Dell representative.



Scan or click this code to learn how Dell Services can help your organization.

Product and service availability varies by country. To learn more, customers and Dell Channel Partners should contact their sales representative for more information. Specifications are correct at date of publication but are subject to availability or change without notice at any time. Dell and its affiliates cannot be responsible for errors or omissions in typography or photography. Dell's Terms and Conditions of Sales and Service apply and are available on request. Dell and the Dell logo are trademarks of Dell Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell disclaims proprietary interest in the marks and names of others. © 2016 Dell Inc. All rights reserved. February 2016 | D-714 Dell Healthcare Services Overview.indd | Rev. 1.0

