# Empower IT

POWERING PATIENT CARE THROUGH TECHNOLOGY







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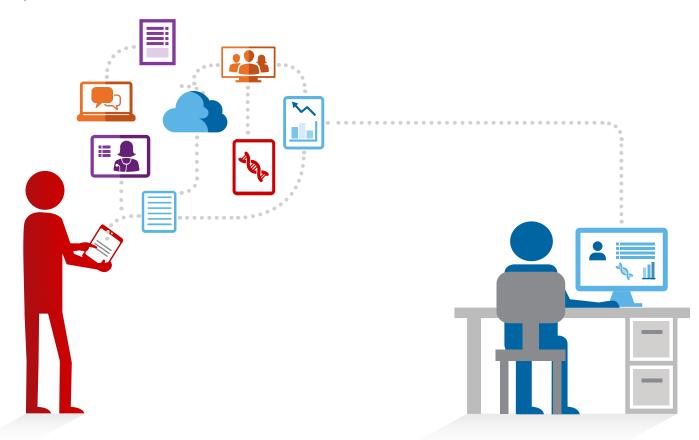
### **CDW HEALTHCARE IS HERE FOR PREMIER MEMBERS**

As today's healthcare industry moves toward new delivery and payment models, CDW Healthcare is dedicated to helping you realize technology success and prime your organization to meet future IT needs.



### Break Down Barriers to Better Care

Technology is the bedrock of the new era of care, where the patient takes center stage and interoperability becomes an increasingly important benchmark. Today's healthcare organizations must rethink their approach to traditional care models to achieve better patient outcomes, tighter compliance and greater cost savings. More than ever, healthcare IT leaders depend on technology investments to achieve these goals and differentiate their organizations in what has become a highly competitive healthcare environment.



### CDW Healthcare with Premier

## For Patient-Focused Healthcare Technology

Today, patient–centric care is a top goal for every healthcare organization. And while dedicated care focuses on the patient, it depends on the people behind the scenes to make it possible. That's where CDW Healthcare comes in. Our partnership, which dates back to 2002, can help you optimize your technology investments to ensure future success in the face of an ever–changing and complex healthcare landscape.

### **ABOUT PREMIER, INC**

Premier, Inc. (NASDAQ: PINC) is a leading healthcare improvement company, uniting an alliance of approximately 3,400 U.S. hospitals and 110,000 other providers to transform healthcare. With integrated data and analytics, collaboratives, supply chain solutions, and advisory and other services, Premier enables better care and outcomes at a lower cost. Headquartered in Charlotte, N.C., Premier is passionate about transforming American healthcare.

Please visit Premier's news and investor sites on **premierinc.com**, **Twitter**, **Facebook**, **LinkedIn**, **YouTube**, **Instagram** and **Foursquare** — and on **Premier's blog** — for more information about the company.

### PREMIER MEMBER BENEFITS

Take advantage of these and other contract benefits offered to Premier members through CDW Healthcare:

- Access to specially priced brand-name solutions
- Services that bring added savings and value
- Highly trained and certified CDW technology experts
- Ongoing technology support
- Leasing options

With almost \$50 billion in annual volume, **Premier touches** 

68% of U.S. hospitals.



The Premier healthcare alliance comprises more than 3,400 U.S. hospitals and 110,000+ other healthcare sites.

### **Recognized for Excellence**

CDW Healthcare has received the following awards from Premier:



**2011 Polaris Award.** Honors suppliers that exceed Premier and members' expectations by delivering high relationship value and customer service to member hospitals.



**2011 Pinnacle Award.** Applauds the efforts of contracted suppliers in meeting or exceeding their operational expectations.



**2015 Supplier Legacy Award.** Recognizes long-standing contracted suppliers that support Premier members through exceptional local customer service and engagement, value creation through clinical excellence and commitment to lower costs.

### **SOLUTIONS AND SERVICES ON CONTRACT**

Premier members benefit from the following solutions and services on contract (#PP-IT-133):

- Assessment/Planning/Design
- Configuration
- Installation/Deployment
- Product Lifecycle Support
- Managed Services
- Data and Content Management
- Patient Information Portals
- Data Loss Prevention
- Cloud/Data Migration
- Big Data, Analytics and Population Health
- Storage Management and Virtualization
- Infrastructure Optimization
- Software-Defined Data Center
- Converged Infrastructure
- Power and Cooling

- Networking
- Backup and Recovery
- Clinical Mobility
- Wireless Networking and Workflow
- Mobile Productivity
- Patient Room Technology
- Remote Patient Monitoring/mHealth
- Clinical Integration
- Unified Communications
- Cloud Collaboration
- Digital Display/Way-Finding
- Telehealth
- Software Assessment
- Licensing Management
- Asset Management



### **E-PROCUREMENT MADE EASY**

CDW Healthcare uses the GHX (Global Healthcare Exchange) e-procurement tool to help Premier members streamline the purchasing process, save valuable time and gain ordering efficiencies.

By purchasing through CDW Healthcare, you benefit from:

- Electronic invoice and payment processing
- One–click functionality that takes you directly to the CDW site
- Easy viewing of contract pricing specific to your member account
- The ability to forecast spending and ordering, including setting up orders for future approval...

...and more!

Some GPO members also benefit from using the Lawson 9.0 e-procurement module to readily access and shop the CDW Healthcare site and fill their carts, then using GHX to submit their orders and receive invoices.



### **CDW** Healthcare:

# A Comprehensive IT Solutions Provider

#### TRUSTED ADVISORS

You'll benefit from our experience working with healthcare organizations just like yours. It starts with your dedicated account manager, who's backed by highly qualified and certified technology experts. Together this team delivers objective guidance to create IT solutions that meet your needs.

### **CHOICE OF SOLUTIONS**

CDW Healthcare understands that when it comes to technology, you need choices. That's why we've teamed with more than 1,000 leading IT manufacturers to deliver more than 100,000 products. We'll guide you in finding the technology that best matches your healthcare organization's unique needs. We understand the importance of ensuring that your solutions comply with today's changing healthcare regulations, facilitate clinical workflow and streamline quality care delivery. Having a wide range of technology options means you get the best the industry has to offer — and what your physicians, clinicians and patients really demand to provide the best possible level of care.

### Services and support

As part of our comprehensive offering, CDW Healthcare is dedicated to delivering value across your entire IT lifecycle with a range of services that span:



### Assessment/Planning/Design

Up-front consulting and collaboration to map your IT strategy.



### Configuration

Pre-assembly of hardware and software components to ensure your solution is ready to deploy upon arrival.



### **Installation/Deployment**

Engineering and implementation support to help get you up and running.



### **Product Lifecycle Support**

Staffing and training, maintenance contracts and extended warranties.



### **Managed Services**

Host data assets at your facility or in CDW's Enterprise Hosting Center.

ONSITE OR ON CALL, CDW HEALTHCARE SUPPORTS YOU WITH:

120+
certified security engineers with
HIPAA Academy certification

200+
dedicated healthcare
account managers

300+
specialized solution architects

500+
certified engineers
and project managers



KNOWLEDGEABLE EXPERTS AND DEDICATED ACCOUNT REPS ACROSS THE U.S. AND CANADA PROVIDING

24/7/365

U.S.-BASED TOLL-FREE TECHNICAL SUPPORT



**AVERAGE CALL-TO-ANSWER IS** 

LESS THAN
60 SECONDS

## **Patient Data Management**

As healthcare organizations realize the value of empowering patients to play a greater role in their own care, they also realize how crucial the IT components are in making that possible. The more patients and providers connect and share data, the greater the level of care will be.



### **Data and Content Management**

From document management software to servers and virtualization software and security tools – technology that seamlessly manages data is the key to empowering patients and clinicians.



### **Patient Information and Portals**

Portals can be accessible online via home computers, tablets, smartphones and even in-office, providing access to test results, educational materials, discharge summaries, appointment reminders and Q&A/chat features.



### **Data Loss Prevention**

Ensuring data is protected at all costs is a requirement. Investing in security tools to protect the network and its data is critical to patient data management.



### Cloud/Data Migration

Healthcare organizations can leverage the cloud for anything from secure, scalable storage/backup to colocation and virtual desktop/server management and video conferencing.



### Big Data, Analytics and Population Health

Analytics software and tools can help mine, aggregate and analyze the wealth of untapped Big Data in the healthcare realm, which is crucial for organizations, ACOs, HIEs and practices aiming to integrate their records in an effort to improve overall population care.



### Storage Management and Virtualization

Streamline server environments, securely connect to virtual desktops and increase digital storage capacity.



According to a KPMG survey, 20% of healthcare executives expect investments in data and analytics tools to pay off in 1 to 2 years, while 36% foresee payoff in 3 to 4 years.

**EXECUTIVES ALSO CITED THE FOLLOWING CLINICAL BENEFITS OF POPULATION HEALTH MANAGEMENT:** 

Source: fiercehealthit.com, "Health Execs Expect to See Population Health ROI Within Four Years," January 2015



#### **GOOD SHEPHERD REHABILITATION NETWORK**

# GOOD SHEPHERD REHABILITATION NETWORK SECURES PEACE OF MIND

With several thousand users accessing thousands of patient files at more than 30 different facilities, Good Shepherd Rehabilitation Network's IT team had its work cut out monitoring their extensive network and ensuring data privacy, security and HIPAA compliance. They turned to CDW Healthcare for help shoring up data security and improving security management.

### **CHALLENGE**

- Protect against costly data breaches
- Avoid extra costs related to additional security software
- Manage tight deadline for migrating to new solution

#### **SOLUTION**

- Websense® TRITON™ solution includes data loss protection (DLP), encryption and web filtering
- Unified analysis, management and platform
- Protocols and filters customizable by individual and group end users

#### **RESULT**

- Achieve robust inbound-outbound coverage that reliably protects data
- Streamline manageability with intuitive, integrated tool
- Maintain fewer help desk calls

### Services supporting patient data management

CDW Healthcare understands you need extra support to help break down barriers in patient care. We offer these dedicated services for improving patient data management:



**DLP risk assessment.** Reviews your current data assets to identify security holes and the potential for breaches.



**Cloud strategy and services.** Minimize risk to efficiently and securely transition your critical IT assets and workloads.



**Data migration.** Designed to help improve data storage, transfer and access.



**Wireless network site survey.** Determines if there are any obstacles to optimal wireless access via mobile devices.



**Security assessment.** Comprehensive assessment of your IT infrastructure and network to ensure it can protect sensitive patient data.



**PoC assessment.** In-depth point-of-care review to ensure your current IT configuration can support your patient data demands.

### **SPONSOR**



## Infrastructure Management

Today's healthcare leaders must think innovatively when it comes to IT transformation – ensuring that their networks, and the data centers that support them, can scale to meet both current and future demands. It's about achieving "healthy data center outcomes." After all, nurturing your data center and protecting the patient data it houses translates directly to nurturing your patients.



### **Infrastructure Optimization**

Your IT infrastructure is your digital backbone. From connecting your data center with hospitals and practices to elevating data availability within the walls of the hospital itself, having the right hardware and software components is the foundation on which all other IT-reliant processes are built.



### Software-Defined Data Center (SDDC)

Revolutionizing your data center means thinking outside the hardware box. To create a more nimble, agile architecture that can protect and store more patient data while simplifying management and decreasing costs, consider a software-defined data center.



### **Converged Infrastructure**

By investing in a converged infrastructure — which combines servers, data storage, networking equipment and software into a single unified computing system — you reduce the need for maintenance, improve overall data center performance and ensure better management of patient data.



#### **Power and Cooling**

The integrity of your data center means everything. Modular, scalable power and cooling solutions play an important role in keeping data centers healthy by lowering energy consumption costs while preventing downtime due to overheating.



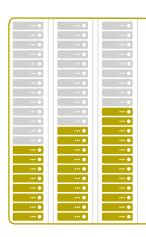
### Networking

Uninterrupted network availability and stringent network security are non-negotiable for healthcare organizations, where patient lives can depend on immediate, secure access to critical data.



### **Backup and Recovery**

Protecting data is paramount to protecting patients and ensuring you can provide the best possible care. Today's backup and recovery technologies bolster data center resiliency by increasing storage and backup efficiency while insulating valuable data against emergency outages.



**45**%

of IT executives said their facility ran out of space, power or cooling in 2013 and 2014.

Source: biztechmagazine.com, "Ensure Uptime is in Your Data Center Forecast" (infographic), April 2014

# **Services supporting** infrastructure management



**Data center optimization services.** We can assess your current storage, server and networking configuration to determine how best to revamp your data center infrastructure to optimally align with current and future demands.



**Power and cooling assessment.** We thoroughly review key factors including your existing equipment, recent growth, future growth expectations, data storage capacity, redundancy, runtime, physical space limitations, ventilation, current cooling strategies, electricity costs and non-standard power requirements to ensure your data center upgrades meet your specific needs.



Data loss prevention risk assessment. Helps identify your most critical data and its network locations, monitors data — who's accessing it, where it's being sent, copied or transmitted — and flags data handled in a manner deviating from your established security policies, facilitates design of an improved data loss prevention plan, and promotes enhanced compliance with industry data security regulations.

### **SPONSOR**





Robert Forster,
Principal
Solution Architect,
Server and Storage,
CDW Healthcare

Converged infrastructure allows IT to consolidate networking, compute and storage on one appliance.

Another option is to choose a hybrid environment that includes both data center and cloud storage. Each provides a cost-effective solution and reduces the burden on IT staff.

## **Total Mobility Management**

The sheer diversity and volume of users and mobile devices accessing your organization's networks is gaining huge momentum. When your IT resources are strapped, it can be taxing to monitor and maintain all those mobile assets. Total mobility management helps simplify and streamline this process by helping ensure a solid device, application and network base.



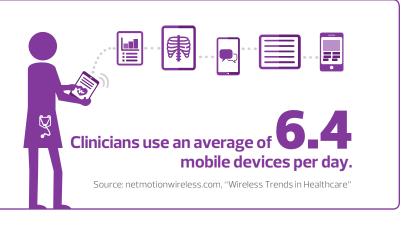
### **Clinical Mobility**

Increasing patient satisfaction and improving the quality of care patients receive is top of mind for every provider. Notebooks, tablets, handhelds and smartphones support this goal by extending data access to all areas within a hospital or health system for streamlined data input and reconciliation, leading to timelier care.



### Wireless Networking and Workflow

Accessing information anytime from anywhere is the cornerstone. Swift, seamless, secure access to data through an integrated wireless infrastructure is crucial. It helps improve patient care by enabling real-time data recall and entry at a patient's side, reduce medical errors by instantly updating and viewing the latest EMR, and improve clinician workflow with faster data access.





#### **Mobile Productivity**

True productivity depends on network security. Without layered safeguards in place, clinicians cannot fully use mobile devices to their potential, which can hinder the efficiency of the care they provide.



### **Patient Room Technology**

With the ability to access and capture data electronically in–room, clinicians can treat patients more efficiently while reducing the risk of medical errors. And patients themselves can benefit from in–room technology that allows them to feel more at home by providing services like videos, TV, Internet, menus and discharge instructions.



#### Remote Patient Monitoring/mHealth

The future of healthcare is mobile, and that includes monitoring and treating patients offsite. Leveraging the latest mHealth and remote digital apps can help empower patients to more actively participate in their care, help improve after–care outcomes and help care teams keep track of patients with chronic conditions while keeping them in the comfort of their own homes.



# Services supporting total mobility management



**Security.** We can help organizations set up their own automated tracking of mobile assets and enforcement of mobility policies for more stringent control and security of devices and data.

### **TMM Services Platform**



**PLAN:** Build strategies around roadmap, data and device policies; assess security and networking needs.



**ENABLE:** Procure devices via customized portals and implement/enforce BYOD programs.



**CONTROL:** Protect and manage devices, content and applications with real-time monitoring.



**SUPPORT:** Self-serve portal development, along with warranty services and additional end user help desk.



**EMPOWER:** Branded application development; custom app store; desktop and app virtualization, secure messaging, and content collaboration.

### **SPONSOR**



# BEST PRACTICES IN MOBILITY MANAGEMENT



Chris Haupt,
Mobility Solutions
Architect,
CDW Healthcare,
shares his advice:

- 1 Develop a mobile strategy and policy.
- Clearly define and communicate this policy to end users.
- Assess wireless network and overall infrastructure for increased mobile device support.
- 4 Determine support structure for end users.
- **5** EMM is the foundation.
- Assessment, planning and design services for all of the above start you on the right path.

## **Collaboration Management**

Collaboration is all about connection — and in today's healthcare realm, you need to have a more connected patient. It starts with a more connected staff. Collaboration technologies set the stage for a new era of patient care, where the walls of a room no longer define the boundaries of care.



### **Clinical Integration**

Streamlining communication for clinicians, physicians and nurses is crucial to breaking down the barriers that have traditionally prevented optimal care. Invest in technology that enables instant staff connection for immediate sharing of information across the healthcare system.



### **Unified Communications**

An important facet of integration is the ability to connect with colleagues regardless of location. Unified communications technologies allow staff to leverage the power of voice and data to connect and consult with anyone, anywhere.



### **Cloud Collaboration**

More than a storage medium, the cloud can deliver collaboration applications for seamless connectivity and ease of management, security and flexibility — all integral to more connected, advanced care.



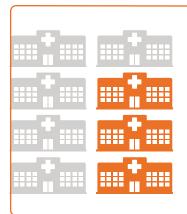
### Digital Displays/Way-Finding

Medical displays, whether stand-alone or part of a workstation, promote clear, instant access to digital data for faster, more accurate patient diagnosis and treatment. And when used as way-finding signs, displays can help patients and families more comfortably navigate your healthcare organization.



### Telehealth

To keep up with the pace of healthcare, it's important to be able to communicate quickly and efficiently with other hospitals, practices, offsite physicians and patients by overcoming the geographic constraints that can stand in the way of face-to-face interaction.



**42**%

of U.S. hospitals have adopted telehealth platforms and are using the technology to treat patients.

Source: healthcareitnews.com, "Telehealth Takes Off In Rural Areas," February 2014

### CHILDREN'S HOSPITAL OF WISCONSIN

# FOUR TIPS FOR OPTIMIZING TELEHEALTH POTENTIAL



**Kim Pemble**, MS, CPHIMS and Corporate Director of IS Operations and Technical Services for Children's Hospital of Wisconsin, shares his telehealth wisdom:

- Understand the requirements and the business case. Be sure to incorporate planning with respect to clinical referral patterns, marketing of specialty services, and requirements for next steps in patient transitions and transportation.
- **Establish** anticipated outcome metrics jointly with the clinical and business leaders.
- Measure these, assess performance and apply the findings to planning your next steps. Be ready to scale technology, particularly bandwidth.
- **Consider** diagnostic versus educational needs when assessing image resolution.

### Services supporting collaboration management

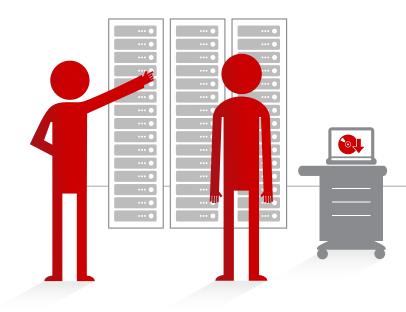


**Network security assessment.** CDW's Security Services team can provide your organization with comprehensive security assessments to pinpoint your security needs and ensure your security is always on.



Unified communications (UC) assessment. To help your organization improve interaction, collaboration and workflow, we can examine your current voice solution — including supporting hardware and LAN/WAN design — and provide guidance on how best to transition to the right IP-based, fully integrated UC solution. Following an onsite visit, our UC experts create a comprehensive report that includes detailed hardware, software and implementation services to meet your UC needs such as IP telephony, unified messaging, presence, teleconferencing, video conferencing and contact center.





### **Software**

You need to stay up to date and compliant with your software assets, and CDW Healthcare can help. We also help you stay on top of software needs with dedicated services.

#### SOFTWARE ASSESSMENT

Our software experts work with you to assess your current environment, evaluating factors such as:

- Current software products across your enterprise
- Integration and consolidation of software Maintenance requirements products from different manufacturers
- Forecasts regarding future needs
- Available new technologies
- Budgetary constraints
- · Non-compliance with software utilization regulations

### **LICENSING MANAGEMENT**

We can guide you through the maze of software selection, management and maintenance to lift this burden off the shoulders of your IT department so you can better:

- Keep tabs on all software assets, track licensing programs and handle maintenance agreement renewals
- Fully optimize all the benefits of your current software agreements
- Achieve a faster ROI while experiencing additional savings

### **ASSET MANAGEMENT**

CDW's Software Asset Manager lets you capture a complete inventory of every software application running on every hardware device on your network. You'll benefit from deep visibility into your IP-addressable hardware, remote auditing of your IT assets, and onsite/offsite and multi-platform tracking of all major enterprise platforms and specific devices.



### MICROSOFT NATIONAL SERVICES

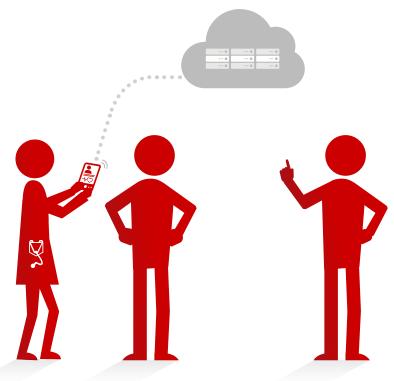
As an award–winning Microsoft Gold Partner, CDW Healthcare helps our healthcare organizations maximize their Microsoft software investment with expert teams and client tools that include:

- Microsoft Software Licensing Specialists. Help you take the most advantage of your agreements and offer assistance with renewals, true-ups and procurement.
- Microsoft Enterprise Agreements. We systematically keep you informed of current software versions, patches and upgrades, as well as benefits and upcoming opportunities.
- **Technology specialists.** We guide your selection of the right Microsoft solutions to meet your requirements.
- **Software asset management.** An online tool that simplifies software license management and tracks your Microsoft assets.
- Configuration Center. Fully equipped to handle
   Microsoft enterprise solutions, with more than 100 A+ certified technicians on staff.
- Proven Microsoft solutions and services. 100+
   Microsoft-certified consultants help you select, plan, design and implement Microsoft solutions.

### **SOFTWARE INSTALLATION SERVICES**

Certified technology specialists can:

- Handle operating system and application setup, operating conversions, dual-triple boots and more
- Manage a variety of projects, including simple migration of old versions to new versions
- Conduct large-scale deployment of new software
- Perform highly complex software installations
- Uninstall existing software
- Ensure proper integration with your existing network and systems



## **Services and Support**

We understand you need more than technology — you need a partner who can help you maintain your hardware and software to continually support enhanced patient care. That's why we offer comprehensive services to support you in your drive to adopt technology solutions that add value to your healthcare organization.

### **CORE SERVICES**



**Assessment/planning/design.** Assessments provide the foundational support for an effective IT strategy. Our technology specialists consult and collaborate with your IT team to evaluate your legacy infrastructure and help ensure it can scale to meet changing technology requirements.



**Configuration.** We can customize your technology solutions to your precise specifications in CDW's Configuration Centers — from simple installations and device activation to highly complex network operation system installation and enterprise configurations.



**Installation/deployment.** Our installation services ensure your new technology is up and running as fast as possible. An engineer can be onsite to help you with all facets of installation, making sure your technology is connected and working properly, and that all components are talking to your network.



**Product lifecycle support.** If you're resource-strapped, CDW Healthcare can offer your hospital's IT team extra support through onsite staffing and training. We can also help protect the lifespan of your technology with maintenance agreements and, when the end is near, provide proper asset disposal.



**Hosting and managed services.** Efficient and economical, we can protect your operations with a full range of hosting and managed services, whether your technology is located at your premises (remote) or in our Enterprise Hosting Center.



**Cloud.** Our end-to-end services provide guidance and optional engagements to align your healthcare organization's goals with the right cloud plan.



**Mobility.** Our mobility management services help you plan, enable, protect, support, empower and manage all things mobile–related in your healthcare organization.

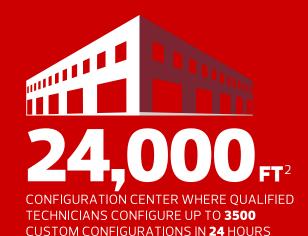
CDW Healthcare's ability to stagger shipments and supply us with what we needed when we needed it was spectacular.

**Billy Cobb**, Field Service Team Leader, Parkview Regional Medical Center

### **ONGOING SUPPORT**

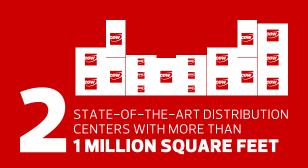
CDW Healthcare also offers ongoing support for all your technology needs.

- Customer relations. You can contact our customer relations staff directly or through your account manager to resolve problems. Customer Relations' standard hours are 7:00 a.m. to 9:00 p.m., Monday through Friday. They also track lost packages, submit claims to carriers, handle return merchandise authorizations (RMAs), and send out replacements for damaged or defective products.
- **Toll-free technical support.** CDW's 24/7/365 U.S.-based toll-free technical support help line is staffed by Level One associates who are CompTIA-certified and hold, at a minimum, A+ and Network+ certifications. Our average call-to-answer is less than 60 seconds and we offer support for computers, peripherals and operating systems for five years from their date of purchase.
- Online support. CDW's online support (including live chat) is available through your own personalized My Account feature on CDW.com, which provides 24/7/365 access to your latest order and purchase information and the real-time status of your account team.











# **Partners and Strategic Alliances**

You rely on getting the best. We get it — and deliver that to you.

CDW Healthcare partners with the industry's leading technology manufacturers, leveraging these relationships to help you expertly address your IT needs. And we have the awards to show for it.

### **TECHNOLOGY PARTNERS**



### **Awards**

- · 2011 Polaris Award
- · 2011 Pinnacle Award
- · 2015 Supplier Legacy Award
- Symantec's Partner Program, Platinum level status
- Microsoft's Healthcare Partner of the Year, second year in a row
- Intel Solutions Summit, Client Performance Award
- NaviSite Partner of the Year, second year in a row
- · Citrix North America Partner Award
- Lurie Children's Hospital, honored for 25 years of support
- NetApp National Partner of the Year Award
- **U.S. Veterans Magazine**, 2014 Best of the Best List for Top Veteran–Friendly Companies
- Fortune's Top 500 U.S. Companies, ranked No. 265 in annual list ranking America's largest corporations by revenue
- Computerworld, ranked No. 17 in best places to work in IT



### CDW Healthcare's online community

### Connecting healthcare IT experts, peers and technology

You want the latest industry information — trends in healthcare IT, expert perspectives on the latest healthcare technologies, and firsthand opinions from your peers. CDW Healthcare's CommunIT has all that — and more! Visit **CDW.com/communIT**. Also available for mobile.

### **KEY FEATURES**

- **READ** curated news and trends in healthcare IT
- **LEARN** strategies and perspectives from leading IT experts



- **SEE** highlights from CDW's top technology vendors
- ACCESS hundreds of resources at your fingertips





### **CONNECT WITH US**

Premier members can contact CDW Healthcare directly at

### Premier@CDW.com.

- Visit our online healthcare community at CDW.com/communIT
- Follow us on Twitter @CDW\_Healthcare
- in Connect with us on LinkedIn CDW-Healthcare



