



EMPOWER IT

Empowering Patient Care
Through Technology



vizient™
Awarded Supplier

CDW PEOPLE WHO GET IT™
HEALTHCARE



CDW Healthcare and Vizient Are Here For You

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

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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 and Vizient 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 and Vizient come in. In partnership since 2004, together CDW Healthcare and Vizient can help you optimize your technology investments to ensure future success in the face of an ever-changing and complex healthcare landscape.

Vizient-served Members Benefits:

Take advantage of these and other contract benefits offered to Vizient-served 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

Vizient, Inc. is the largest member-owned healthcare company in the country and is dedicated to leading healthcare innovation, creating knowledge and fostering collaboration to help our members thrive. Vizient was formed through the integration of VHA, the national healthcare network of not-for-profit hospitals, and University HealthSystem Consortium, the alliance of the nation's leading academic medical centers and Vizient, the healthcare services company jointly owned by VHA and University HealthSystem Consortium.



CDW is a past recipient of the Vizient Supplier Excellence Award for Member Satisfaction.



Solutions and Services on Contract

All products from the CDW Healthcare portfolio are available to Vizient–served members. And Vizient–served members benefit from the following solutions and services on contract (#IT0031):

- 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/Wayfinding
- Telehealth
- Software Assessment
- Licensing Management
- Asset Management



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.

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
U.S.-based toll-free
technical support

24/7/365



average call-to-answer is

**less than
60 seconds**

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.

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.¹



Executives also cited the following clinical benefits of population health management:

36%
preventive care

23%
developing evidence-based clinical protocols to improve care efficiency

21%
managing chronic diseases

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.

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

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.

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EMC²



RUSH UNIVERSITY MEDICAL CENTER New Communication Solution Provides State-of-the-art Functionality

Jaime Parent, Vice President of IT Operations and Associate CIO at Rush University Medical Center, knew the academic medical center's email system was living on borrowed time. "Supporting the system proved increasingly difficult, security issues began surfacing and user frustration grew – especially given difficulty accessing email via smartphones." He turned to CDW Healthcare to help overhaul their system and address Rush's uniquely combined IT operations for the university, research and medical center under a single "unified command."

CHALLENGE

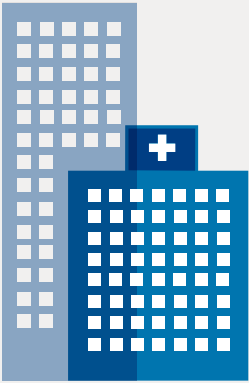
- Outdated messaging platform frustrated users and proved increasingly difficult to support
- Needed to satisfy three different constituencies with a single solution
- Flexibility and scalability required to support smartphones and unified communications

SOLUTION

- Created cross-disciplinary committee to evaluate options
- Migrated 8,000 users to Microsoft Exchange 2010 from Lotus Notes 6.5
- Conducted extensive back-end planning and training before initiating phased rollout

RESULT

- Reduced email costs by 25% and number of email accounts by two-thirds
- Provided email connectivity to all mobile phone devices
- Supported state-of-the-art functionality for collaboration, unified communications and future growth



45%

of IT executives said their facility ran out of space, power or cooling in 2013 and 2014.²

Source: ²biztechmagazine.com, "Ensure Uptime is in Your Data Center Forecast" (infographic), April 2014

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.

Services supporting infrastructure 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.

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 nonstandard 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.

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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.”



Clinicians use an average of

6.4

mobile devices per day.³

Source: ³netmotionwireless.com, "Wireless Trends in Healthcare"

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, reducing medical errors by instantly updating and viewing the latest EMR and improving 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

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.

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Hewlett Packard
Enterprise



42%

of U.S. hospitals have adopted telehealth platforms and are using the technology to treat patients.¹

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

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/Wayfinding

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 wayfinding 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.

Services supporting collaboration 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.

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.



Kim Pemble

MS, CPHIMS and Corporate Director of IS Operations and Technical Services for Children's Hospital of Wisconsin

Kim Pemble shares his telehealth wisdom:

FOUR TIPS FOR OPTIMIZING TELEHEALTH POTENTIAL

1. **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.
2. **Establish** anticipated outcome metrics jointly with the clinical and business leaders.
3. **Measure** these, assess performance and apply the findings to plan your next steps. **Be ready** to scale technology, particularly bandwidth.
4. **Consider** diagnostic versus educational needs when assessing image resolution.

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MEDICAL



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 products from different manufacturers
- Forecasts regarding future needs
- Available new technologies
- Budgetary constraints
- Maintenance requirements
- Noncompliance 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 multiplatform 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.

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.

“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



24,000_{FT²}

CONFIGURATION CENTER WHERE QUALIFIED TECHNICIANS CONFIGURE UP TO **3500** CUSTOM CONFIGURATIONS IN **24 HOURS**

5

DATA CENTER LOCATIONS



ABILITY TO DO **ONSITE ASSESSMENTS AND IMPLEMENTATIONS** ACROSS THE COUNTRY



2

STATE-OF-THE-ART DISTRIBUTION CENTERS WITH MORE THAN **1 MILLION SQUARE FEET**



ISO 9001:2000
CERTIFICATION



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



Rubbermaid Healthcare is now a licensed brand of Capsa Solutions, LLC



is there a Motorola logo with this and the word Motorola





Awards

Citrix North America Partner of the Year

EMC Partner of the Year Award

Intel Solutions Summit, Client Performance Award

Microsoft's Healthcare Partner of the Year

NaviSite Partner of the Year

NetApp National Partner of the Year Award

Symantec's Partner Program, Platinum level status

Computerworld, ranked No. 20 on Best Places to Work in IT

Fortune's Top 500 U.S. Companies, ranked No. 253 in annual list ranking America's Largest Corporations

G.I. Jobs, Top 100 Military Friendly Employers

Military Times, Best for Vets: Employer

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



Vizient-served members can contact Vizient@cdw.com.

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