



OneTeam Managed Services: Optimize Your Technology



Netsmart OneTeam Managed Services help organizations get the most out of their current technology and plan future strategies that will ensure their technical infrastructure can support new models of care and payment structures. It's a family of services that can be adapted to each organization's needs, employing the right personnel and expertise to reach key goals. The result is increased operational and economic efficiencies, while maintaining the organizational focus on the delivery of care.

Overview of services

Infrastructure management

- Manage and support all end-user devices, including desktop computers, laptops, printers and mobile devices
- Maintain network reliability; manage routers, switches and wireless access points
- On-site field service and engineering services to cover complex issues that require hands-on expertise
- Planning and support services, from 24/7/365 help desk services to CIO-level strategic development

Application management

- Optimize applications to meet end-user and organizational needs
- Manage security and user access/permission
- Monitor and provide reports on network performance – utilization, concurrent notes, wait time
- Expert support for all applications: electronic health record (EHR) and supporting solutions, as well as business software

Technology leadership

- CIO as a service for executive level planning, reporting and optimization of technology
- Health checks for in-depth assessment of efficiency of CareRecord solution
- Technology environment assessment to identify any gaps in processes and applications
- Development of a strategic planning process for technology and roadmap for execution

Key Benefits

- Staff augmentation services for project or hourly-based needs
- Lower capital investments due to proactive decisions
- In-depth knowledge of Netsmart solutions and deep understanding of health and human services organizations
- Expertise in business applications and database maintenance to improve operations throughout the organization
- First-class support for systems and applications without adding additional staff or overloading

