



# OVERVIEW

## MEDITECH Hosting Services

### Fully-managed MEDITECH hosting with an integrated one-stop support model

#### > BENEFITS

- + Liberates your team from maintenance tasks with included application management for updates
- + Built to MEDITECH specification optimizes performance and safeguards against billing increases for in-scope environments
- + Ensures security and reliability with continuous data center and lifecycle management, network maintenance and monitoring, and backups
- + Integrated one-stop support with built-in escalation protocols to swiftly address system/application issues
- + Seamless and comprehensive services encompassing application management, connectivity, infrastructure, and operating systems
- + 30-40% less cost than self-hosting

#### Ready to make your MEDITECH solution effortless?

There are several reasons that organizations turn to CereCore for managed hosting of their MEDITECH solution. They are seeking:

- to reduce the administrative burden on in-house staff
- to scale or standardize IT operations quickly
- high-quality services and value
- a seamless experience with an expert MEDITECH ally who intimately understands the technical, data, and application impacts on patient care

Our clients consistently affirm that we not only meet these criteria but exceed their expectations with a partnership approach, healthcare operations focus, and MEDITECH knowledge that is unmatched.

#### Built for performance. Serviced for the speed of healthcare.

We provide specialized and comprehensive hosting services for MEDITECH EMR, Ambulatory and third-party applications. This includes:

- Fully managed infrastructure built to MEDITECH specifications
- Data center & Lifecycle management
  - Hardware lifecycle management, monthly OS patching, infrastructure monitoring
  - Infrastructure software licenses (RDS, Citrix, AV, MS OS, VMware, etc.) and certified MEDITECH hardware
  - Data backup
- Application management for third-party software updates and MEDITECH patches
- 24/7 support call center where our hosting team proactively escalates system or application issues as needed to your team, MEDITECH, or your chosen support plan provider.
- Dedicated client support executive
- Managed Network Connectivity
  - Provides routers and connectivity management, leveraging two carrier circuits into client
  - 24/7 network monitoring and rapid incident resolution
  - Regular network maintenance and upgrades

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## What's different about us when you are considering hosting services?

Our hosting services are known for reliability, predictable pricing, and right-sized for the speed of healthcare. Our teams are known for a deep understanding of the MEDITECH platform, having worked with all versions introduced to the market, and how to maximize its use for healthcare operations. *You'll want to compare our hosting services for:*

### Included services that alleviate your IT staff.

Our clients tell us they enjoy the extra sleep from nights previously spent on application management or network maintenance. Software updates, managed network connectivity, and other support protocols are designed to ensure performance and security, and reduce resolution time between teams.

### Predictable costs.

CereCore doesn't charge for minor changes to fine-tune application performance (cores, RAM, and minor storage increases) because our performance-ready application environments built to MEDITECH specifications allow for predictable pricing month after month.

### One partner support model.

To ensure a seamless experience between technical and application support, our hosting team intakes all technical support for your MEDITECH systems and escalates to your preferred application support team. Clients can also extend the 'one provider' model by choosing CereCore for level 2 support, integration and optimization, or more robust application management scope.

### Unmatched expertise and stability.

CereCore's workforce boasts unparalleled depth and breadth of MEDITECH experience. Our consistent growth, financial stability, and unwavering commitment to quality makes us the top choice for your MEDITECH needs.

## Ready for Hosting Services? Here's more information:

- >> [The Buyer's Guide to MEDITECH Hosting](#)
- >> [MEDITECH Services](#)

*"Sometimes as an organization you have to take a step back and evaluate your core competencies. Should we develop it or leverage a partner who has already solved for this and can do it at scale? Doing that can help us focus on areas we do want to be our core competencies."*

### | Varun Gadhok

Chief Information Officer  
Surgery Partners



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## ABOUT US

CereCore® provides IT services that make it easier for you to focus on supporting hospital operations and transforming healthcare through technology. With a heritage rooted in top-performing hospitals, we serve as leaders and experts in technology, operations, data security, and clinical applications. We partner with clients to become an extension of the team through comprehensive IT and application support, technical professional and managed services, IT advisory services, and EHR consulting, because we know firsthand the power that integrated technology has on patient care and communities.