



HEALTHCARE  
S O L U T I O N S

**SUCCESS SIMPLIFIED**

**INGRAM  
MICRO**  
Partner Smart™

# INGRAM MICRO PHYSICIAN OUTREACH TOTAL SOLUTION

Every hospital physician network (HPN) IT administrator knows the pain that results from trying to support the ever-expanding number of new physicians added to their network. With limited resources and an over-worked IT staff, most are looking for help with the IT management and technical support required to upgrade and maintain these physicians' offices. To help provide a comprehensive solution, Ingram Micro's Physician Outreach Program empowers you, as a healthcare IT VAR, to address their challenges with confidence.

Because the typical physician's practice suffers from a lack of available capital, the on-premise IT support is very limited. It's crucial to utilize solutions that are highly cost-effective and easy to support while maintaining compatibility with their business model.

By leveraging a combination of high-quality cloud-based solutions, hardware, software and services from Ingram Micro, you have the ability to guide your hospital clients through the entire integration process.

As each physician's IT framework is optimized for efficiency, the HPN's productivity will increase, improving the capacity of their entire network. By providing these much-needed services, you'll build entanglement and establish yourself as a valued expert in the healthcare technology space.



## **Comprehensive IT Healthcare Solutions**

Built upon a comprehensive framework of key technology and services components, our solutions are designed to bring every physician's practice into alignment with the standards required by today's HPNs. Our highly targeted healthcare solutions are intended to augment your own offerings since they span every technology component of this particular healthcare IT environment.

## Infrastructure

- Servers, storage, back-up, disaster recovery, networking & virtualization
- Flexible, customizable and highly scalable
- Security applications meeting HIPAA-compliance standards
- Low capital outlay and minimal IT support burden

## Mobility

- Variety of platforms and devices
- Secure mobile device management & BYOD support
- Secure texting
- Carts, mounts and accessories to support the environment
- Life-cycle management services

## Electronic Health Records (EHR)

- On-premise and cloud versions for physicians' practices
- Dental-practice EHR also available
- Modular & scalable for easily managed rollout

## Telemedicine

- Low cost and bundled telepresence solutions
- Unified Communication systems
- Providing revolutionary methods of delivering healthcare

PHYSICIAN  
OUTREACH  
TOTAL SOLUTION

## Cloud Solutions

- Productivity tools; business, storage and PACS solutions
- Scalable, flexible, low subscription cost model
- Expanding portfolio of cloud-based applications

## Services

- EHR consulting, training & support services
- IT assessment services
- HIPAA security assessment & risk analysis solutions
- Financial & leasing services

## Support

- Outsource & augment managed services support
- Providing 7/24/365 level support
- Scalable, customizable & affordable cost model

## Document Management

- Broad range of all-in-one printer scanners
- HIPAA-compliant fax replacement solutions
- Managed print services
- Documentation and images integrated with EHR systems

## Infrastructure

A secure, robust and cost-efficient infrastructure is the most critical foundation of every IT platform. The flexibility and customization provided to our partners in this area is invaluable. Our solutions meet or exceed the industry standards, which include the unique HIPAA-compliance standards requirements needed in the healthcare environment. Whether your customer's business model requires on-premise services or cloud/hybrid hosting services, their IT infrastructure foundation will be complete. From basic back-up/recovery and log management, to advanced-level data centers and virtualization, we can find a cost-effective solution to take your customer's business to the next level. Flexible, highly scalable platforms provide the ability to increase or decrease the amount of usage needed to accommodate your customer's ever-changing business needs. With little to no capital outlay and affordable monthly service charges, the ability to customize IT network infrastructures in this type of environment will consistently exceed expectations.

## Mobility

Mobility is not just about the devices people carry such as smartphones, laptops and tablets. Various underlying components are required to provide a complete and secure mobile device management system. BYOD (bring your own device) is now the "norm," making the right wireless network service, email/texting encryption and remote wiping of device capabilities all crucial components in keeping the IT network working smoothly and securely. Ingram Micro can provide complete, secure mobility solutions to deliver peace of mind when sharing/obtaining patient records, lab results, billing information, drug formularies and other medical resources to physicians/clinical staff wherever, whenever they need it. To complement the mobility devices used in various practice settings, other accessories include anti-microbial casings, medical carts and articulating mounting arms.

## Electronic Health Records (EHR)

Electronic health records (EHR) use/conversion is inevitable. More than 50% of physicians are still planning to make their move from legacy paper-chart systems to a computer-based EHR program. Ingram Micro offers industry-leading solutions to help make the transition seamless, affordable and pain free.

Our cloud-based EHR applications support the following key features:

- End-to-end document management and data capture
- Prebuilt templates and workflows
- E-prescription tools
- Scalability for future expansion and growth

In addition, we provide all the other IT tools needed to support a successful EHR implementation:

- Secure data storage and management
- EHR evaluation/assessment/auditing services
- Dictation software
- Scanning and archiving
- Cloud-based infrastructure and virtualization

## Telemedicine

Advances in telemedicine can positively impact workflow, lower costs, increase the quality of patient care and provide patients with options that have previously been out of reach. Remote vital signs monitoring allows healthcare providers the ability to manage patients living at home with chronic illnesses and detect early signs and symptoms of decline. Early medical interventions often prevent patients from going into the hospital for subsequent costly treatment. Also, telemedicine enables the physician to conduct remote consultations with specialists. Images and patient data can be shared and reviewed by the (remote) specialist for diagnosis and subsequent treatment. Bundled solutions make it easy to design, implement and support a telehealth solution that incorporates teleconferencing, transmission of still images (store and forward), live video streaming for real-time consultations, e-health (including patient portals), remote monitoring of vital signs and continuing medical education. Ingram Micro offers an array of diagnostic medical carts/equipment, video conferencing equipment, plug-and-play wireless vital-signs monitoring equipment, accompanying software and more.

## Cloud Solutions

Cloud service and applications make the ideal delivery vehicle to solve the problem of limited availability of dedicated IT support. The cloud model solves common problems such as limited in-house resources, physical office space limitations, layout of large capital investments and the need for dedicated IT personnel on-site. Scalability allows the flexibility for customers to scale costs up or down according to only what IT resources are currently being used. Additional support offered includes: training of key staff before during and after implementation, a variety of subscription-based software-as-a-service (SaaS) offerings, transcription services, cloud storage, e-signatures, desktop virtualization, data centers and a variety of additional self-service applications.

## Services

In this particular customer setting, there is typically very limited in-house support or IT expertise to manage such tasks as technology deployments, software implementations, training, compliance assessment, life-cycle management, and ongoing maintenance, support and financing. To provide our VARs the ability to outsource or augment their offering to their physician-practice customers, Ingram Micro provides a broad array of specialized services geared specifically to their customers' needs:

- EHR – Assessment, implementation, training and support
- HIPAA – Risk assessment services and audits
- Leasing and financing
- Life Cycle – HIPAA-compliant asset disposal and data erasure services

## Support

To keep your physician customers' IT running smoothly, Ingram Micro can help provide complete tech support that you can outsource, or augment your in-house support team as needed. Typical help desk support includes live answer and/or chat capabilities for office staff. This allows you to provide 7/24/365 level support without the need for investment in additional personnel or resources for you or your customers. An affordable monthly cost allows maximum scalability to customize solutions according to the organization's size and growth potential while eliminating the need to carry additional overhead and/or capital investment.

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## Document Management

The move from paper charts to EHR systems requires the conversion of all paper documentation to digital form, including any imaging (such as MRIs, X-rays or others). It is extremely important that this process is performed with minimal disruption to the daily operations and/or patient care. Many non-digital documents must be incorporated into an electronic medical record. These must be scanned, indexed and the data integrated into the patient's medical records to complete the process. Once all existing files are digitally converted, all documentation and images moving forward must go directly into the EHR system.

For scanning, indexing, storage and retrieval of documents, we offer a variety of document management solutions tailored for healthcare. Our solutions also allow standard forms to be scanned into a computer as templates, with both print-on-demand (eliminating physical storage requirements) and data-capture from the hand-written completion of templated documents.



## ROI Business Rationale

In addition to ensuring delivery of the optimum IT solution, demonstrating financial value in terms of return on investment (ROI) supports the final solution. Outsourcing the primary managed services of implementing and maintaining a new solution translates into significant cost savings for your customer. The chart below represents several sample physician-practice scenarios demonstrating the real costs typically associated with internal support compared to the cost savings realized by utilizing the services of an experienced VAR partner.

## HOSPITAL AND PHYSICIAN OUTREACH – ANNUAL IT SUPPORT COST ANALYSIS

IT Support Cost Breakdown – Annual						
Hospital IT Tasks & Responsibilities	5-10 Docs		11-20 Docs		21-40 Docs	
	Man Hours	(Est. *) Cost	Man Hours	(Est. *) Cost	Man Hours	(Est. *) Cost
Equipment Procurement Processing & Billing	40	\$2,600	80	\$5,200	160	\$10,400
Hardware & Software Installation & Maintenance	80	\$5,200	160	\$10,400	320	\$20,800
Tech Support—PCs, Servers, Printers, Devices, Network	200	\$13,000	400	\$26,000	800	\$52,000
Applications—Decisions, Installation & Support	40	\$2,600	80	\$5,200	160	\$10,400
24/7 System Monitoring & Support	50	\$3,250	100	\$6,500	200	\$13,000
Software Upgrades & Hardware Refresh	60	\$3,900	120	\$7,800	240	\$15,600
Data Storage, Backup & Disaster Recovery	100	\$6,500	200	\$13,000	400	\$26,000
EHR—Assessment, Training, Rollout, Compliance	160	\$10,400	320	\$20,800	640	\$41,600
HIPAA Security Assessment & Compliance	40	\$2,600	80	\$5,200	160	\$10,400
Phone System Support	20	\$1,300	40	\$2,600	80	\$5,200
Physical Security—Assessment, Install & Support	20	\$1,300	40	\$2,600	80	\$5,200
Data Migration and Digitization Services	60	\$3,900	120	\$7,800	240	\$15,600
Interoperability	80	\$5,200	160	\$10,400	320	\$20,800
<b>TOTALS</b>	<b>950</b>	<b>\$61,750</b>	<b>1,900</b>	<b>\$123,500</b>	<b>3,800</b>	<b>\$247,000</b>
<b>Equivalent Manpower Requirements (Annually)</b>	<b>.5 Person</b>		<b>1 Person</b>		<b>2 Person</b>	
Cost of VAR Outsourcing (Est.)		\$36,000		\$60,000		\$84,000
Net Savings		\$25,750		\$63,500		\$163,000
ROI (Time)		9 Months		6 Months		8 Months
<b>Other (Intangible) Considerations:</b>						
Physician Loyalty & Cooperation						
Patient Loyalty & Satisfaction						
Competitive Differentiation						

\*ESTIMATE BASED ON AVG. U.S. ANNUAL SALARY FOR HC IT WORKERS, OR \$67,000 X 2 (TO INCLUDE BENEFITS, ETC.) = \$134,000 = \$65/HOUR (ONE YEAR = 2,080 WORKING HOURS)



## WHY INGRAM MICRO?

No other distributor delivers complete healthcare IT solutions like Ingram Micro. With decades of experience in the IT industry and extensive healthcare expertise, our dedicated Healthcare team provides vertical market knowledge, sales support, technical support, vendor management and seasoned healthcare IT capabilities to help you thrive in the healthcare market. Our extensive range of tools and resources available to our healthcare VAR partners include a dedicated website, line card, collateral materials, webinars, bundled solutions, web-based educational courses and healthcare market-focused conferences held throughout the year.

In addition, a healthcare-focused VAR networking community, the Health Care Partner Network (HCPN), has been established by Ingram Micro to enable our partners to collaborate and leverage each others' expertise for greater success.

Our overriding goal is simple: to enable our VAR partners to be as equipped, trained and effective as possible in capturing and growing their business in the healthcare vertical market.



#IMHealthcare



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**Need more information?**

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