



## Geisinger Health System Advances Patient Care through ISS Solutions' IT Services



### SNAPSHOT

**Company:** Geisinger Health System  
**Headquarters:** Danville, Pennsylvania  
**Business:** Major quaternary-tertiary healthcare system, delivering top-notch healthcare to 2.6 million patients in rural Pennsylvania.

### OVERVIEW

**Challenge:**  
 Find a quality service provider that meets the Information Technology needs of a healthcare system at a cost advantage.

### Solution:

Collaborate with ISS Solutions to maintain and service 20,000 workstations and devices, including those used in critical patient care.

### Benefits:

- Collaborated with service-oriented IT professionals that understand the focus on patient needs
- Provided effective 24/7/365 support for 20,000 IT devices
- Integrated seamlessly into healthcare system's IT team
- Saved money without sacrificing quality

*In today's world, healthcare is inseparable from information technology.* From surgical equipment to electronic healthcare records to computer workstations, Geisinger Health System relies on computers, networks, and related devices to fulfill their commitment to quality patient care.

To provide the top-notch care that the patients in Geisinger Health System deserve and require, Geisinger Health System has collaborated with ISS Solutions for the past 25 years. ISS Solutions performs behind-the-scenes IT services that provide healthcare professionals with the tools they need to deliver outstanding patient care. "Every few years, we go out to the market and consider other options, but ISS Solutions has proven to be a great combination of outstanding service and reasonable cost," says Frank Richards, Geisinger Health System's Chief Information Officer. "ISS Solutions provides quick, comprehensive service. Our end-users know and trust their familiar faces."

### Collaborated with service-oriented IT professionals that understand the focus on patient needs

Geisinger Health System wanted an information technology service provider that was sensitive to unique healthcare organization needs. Providing IT services to a healthcare system differs greatly from providing the same services to other businesses, since it requires ultimate focus on the patient. Because physicians rely on certain IT-serviced devices

during critical patient care situations, prompt and superior assistance is integral.

Geisinger recognizes that ISS Solutions' technicians understand IT within healthcare. "When there's a problem with a device in the operating room, it is critical that someone will respond efficiently and effectively," explains Frank Richards. "There are many things that just can't wait until the next day. We have applications and technologies that people rely on around-the-clock to deliver direct patient care. Having a partner that understands this is key to our success."

### Provided Effective 24/7/365 Support for 20,000 IT Devices

At Geisinger, one IT team handles 20,000 workstations and devices across 43 counties in Pennsylvania. Sound impossible? The numbers are formidable, but with ISS Solutions integrated into this devoted department, Geisinger keeps their facilities running smoothly 24/7/365.

Healthcare providers understand that health issues don't confine themselves to normal office hours, which is why Geisinger needs constant support. "ISS Solutions' technicians are available to us 24 hours a day, 7 days a week," says Frank Richards. "In particular, they cover areas that would be difficult for us to cover, such as keeping up with the latest break-fix technology and supporting over 300 teleworkers. It is a perfect fit for our particular needs."

## Integrated Seamlessly Into Healthcare System's IT Team

A large healthcare system might worry about how outside technicians would enter into their environment and perform required duties. But, Geisinger has found that ISS Solutions' technicians integrate seamlessly into the workplace, becoming part of one cohesive IT team.

Meeting Geisinger's quality standards is important to employees with IT issues, as well as to the patients, whose care is the ultimate concern. Frank Richards says, "From the end-user's perspective, ISS Solutions is simply part of the Geisinger IT group, working to provide quality support for users." If something goes wrong, it's comforting to know that a competent technician will solve the issue.

## Saved Money without Sacrificing Quality

It is extremely important within healthcare to save money without sacrificing quality. Since patients' lives are in the balance, the utmost importance at Geisinger Health System is always to provide the best, most up-to-date patient care.

With ISS Solutions providing IT services, however, Geisinger Health System has the best of both worlds: the high-quality

"ISS Solutions does an excellent job for us and is very customer-focused. Surveys tell us that our internal customers are very happy with the partnership with ISS Solutions."

—Frank Richards, CIO of Geisinger Health System



services they require at an affordable, reasonable price. ISS Solutions' knowledgeable technicians solve problems and provide services at a lower price than an Original Equipment Manufacturer or Geisinger's internal department could. By supporting the healthcare system, ISS Solutions impresses Geisinger with a strong commitment to quality and service excellence.

