

DATA SHEET

Residency Services - Healthcare

Specialized, mission-critical experts for demanding initiatives

Complex technology initiatives, such as Epic migration and implementation in the cloud, are a growing priority for healthcare providers and payers looking to innovate and improve the way they deliver patient care. Residency Services, part of the xStreamCare Services™ portfolio, ensure a smooth, consistent execution of these initiatives by filling technical skill gaps with credible, specialized Virtustream experts.

Through Residency Services, healthcare organizations acquire the personnel and knowledge required to support their entire Epic ecosystem, including database and reporting management, Epic application delivery, and more. Industry research, based on an IDC InfoBrief sponsored by Dell Technologies, has shown that 99.5% of organizations with a resident engineer recognized direct value across IT and business outcomes. Additionally, 86% of respondents stated that having a resident helped improve the relationship between IT and business managers¹. As a result, organizations are able to:

- Implement new features/functionality that directly improves how technology is used
- Instill best practices to appropriately map IT processes to business processes
- Create uniformity across the organization

Why Residency Services?

Insider Access to Virtustream's Support Network: Virtustream residents are directly plugged-in to Virtustream's support network and processes, with deeper access to internal ticketing systems and the capability to contact Virtustream's Centers of Excellence (COEs) as required to accelerate response times and resolutions.

Hand-picked Experts: Each individual resident's technical skills and Epic certifications are vetted based on the healthcare organization's required skillsets, expertise and capabilities. This is followed by a rigorous screening and interview process to guarantee the right resource for your use case.

Backed by Virtustream, a Dell Technologies Business: Virtustream's residents are backed by our extensive knowledge and proven processes, guaranteeing a smooth and consistent experience. Whether you require additional Epic skills for a transition and transformational project, or simply need day-to-day operational assistance, Virtustream's experts can meet your healthcare requirements.

Key Benefits

Procure On-demand Epic Talent: Rapidly fill a workforce gap with a specialized cloud expert who can resolve urgent, business critical needs while enabling existing staff to focus on innovation and improving patient care.

Extend White-glove Treatment: Virtustream provides the hands-on support, skill and knowledge required to create efficient workflows and deliver business-critical initiatives on time. Dedicated residents also help optimize configurations, processes and procedures to streamline the way your healthcare organization operates.

Expand Knowledge Base: Experienced residents increase existing IT staff expertise through knowledge share and implementation of best practices. Virtustream residents also provide information of upcoming features, resulting in faster adoption.

Available Roles

Epic Caché for ODB Management: Epic certified database administrator to architect, implement, manage and/or maintain Cache/Iris DB environments.

Epic Analytics DB Management: Epic certified database administrator to architect, implement, manage and/or maintain Epic Clarity, Cogito or Caboodle data warehouse suite.

Epic Reporting Management: Epic certified database administrator specialized in architecting, managing and/or maintaining specialized, customized reports for Clarity, Cogito or Caboodle data warehouse suite.

Web and Service Servers Management: Epic certified client systems administrators to architect, implement, manage and/or maintain the following: Hyperspace, Web Blob, BCA, Epic Print Services, Hyperspace Web, Interconnect, MyChart, EpicCare-Link and Care Everywhere.

Epic App Delivery (Citrix XenApp): Epic and Citrix certified administrator to architect, implement, manage and/or maintain the presentation tier of Epic deployments for published applications that are part of the Epic Application suite, which can include support for 3rd party applications that integrate with the Epic application suite.

Epic App Delivery (Horizon RDSH): Epic and VMware certified administrator to architect, implement, manage and/or maintain the presentation tier of Epic deployments for published applications that are part of the Epic Application suite, which can include support for 3rd party applications that integrate with the Epic application suite.

Epic Technical Coordinator: Certified project managers well-versed in Epic deployments with a focus on managing Epic upgrades and associated release management schedules.

Contact Us

For more information on Residency Services, please visit [our website](#) or contact us.

About Virtustream

Virtustream LLC, a Dell Technologies business, is the enterprise-class cloud company that is trusted by organizations worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers, healthcare organizations and government agencies Virtustream's xStreamCare Services™ expertise combined with the Virtustream xStream® Management Platform and Infrastructure-as-a Service (IaaS) meets the security, compliance, performance, efficiency and consumption-based billing requirements of complex production applications in the cloud – whether private, public or hybrid.

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