![virtustream — A Dell Technologies Business]

Data Sheet

Virtustream Healthcare Cloud
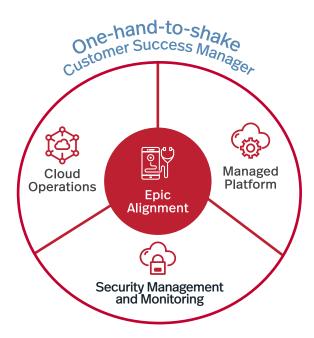
Enterprise-class Cloud Services for Healthcare

Virtustream Healthcare Cloud enables healthcare providers to modernize their health IT environments in the cloud purpose-built for mission-critical Epic Electronic Health Record (EHR) ecosystems. By simplifying EHR management and reclaiming IT talent and funds, healthcare organizations can focus on innovation and patient care rather than day-to-day maintenance and operations.

Health IT cloud adoption is accelerating in support of rapid digital transformation, causing organizations to expand EHR use in efforts to improve patient engagement and care. This presents an opportunity for decision makers to use cloud as a method to shift their IT operating model towards patient-centric initiatives.

Virtustream helps healthcare organizations host Epic in the cloud at scale by providing an end-to-end cloud solution with proven outcomes, flexible deployment options, and Epic alignment throughout each step of the process.

Based on IDC Business Value Research, sponsored by Virtustream, we have provably helped our healthcare customers achieve 85% faster Epic upgrade cycle completions, 60% faster Epic response times and 20-25% improved performance for document imaging.[1]

One-hand-to-shake
Customer Success Manager

Cloud Operations

Epic Alignment

Managed Platform

Security Management and Monitoring

[1] IDC Business Value Solution Brief sponsored by Virtustream, The Business Value of Running Epic and other Applications in the Virtustream Healthcare Cloud, IDC Doc. #US47201221, January 2021

Virtustream Healthcare Cloud

A purpose-built cloud for the most demanding healthcare applications that require the highest standards of availability, scalability, security, compliance, and business continuity. Customers also have the option to standardize application delivery with VMware Horizon Apps.

- HIPAA-HITECH and SOC2+HITRUST compliant cloud service
- Highly scalable with 30K+ concurrent Epic users and the ability to grow multi-fold
- Ancillary and supporting application hosting
- SLAs for availability (99.999%) and latency
- Infrastructure aligned to Epic's best practices and standards
- Integrated security with zone separation, Dell EMC data protection, and data encryption

"When patients step into our hospital, they deserve a reliable, efficient and, most importantly, positive experience. Virtustream's cloud and expert services are major factors for Franciscan Hospital, helping us streamline the way personalized care is delivered through our Epic EHR systems."

CHUCK CHRISTIAN, CHIEF TECHNOLOGY OFFICER, FRANCISCAN HEALTH

xStreamCare Services™ for EHR Platform

A comprehensive suite of professional and managed services with end-to-end industrialized processes, best in class automation, and technical expertise to modernize, migrate, and manage your Epic applications in the cloud.

- Modernize, migrate, operate and optimize Epic in the cloud while planning for transformation and growth
- Personalized 'white-glove' delivery that meets your organization's need
- Managed by Epic certified staff
- Single point of contact Customer Success Manager

Key Benefits

Stabilize Costs

The fiscal constraints associated with running an Epic EHR platform on-premises often results in unexpected and unpredictable infrastructure upgrades, causing savvy healthcare providers to adopt a cloud-first strategy and exit the data center business. To address this unpredictability, Virtustream implements predictable pricing, flexible deployment options and on-demand infrastructure elasticity, reducing unexpected costs for infrastructure and application upgrades.

Virtustream's cloud customers, as shown in the IDC Business Value Research referenced above, lower their IT infrastructure costs by 32% on average when compared with on-premises or other IT environments.[1]

Shift IT Talent and Funds to Patient-Centric Initiatives

Reclaim IT talent and funds that were 'keeping the lights on' by offloading EHR hosting and management distractions to a proven cloud provider. This enables IT staff to focus on innovation and improving patient care while Virtustream performs software updates, applies patches and handles day-to-day operations.

Simplify EHR Operations

Experience Virtustream's One-Hand-to-Shake accountability as a single provider of cloud infrastructure, migration, and ongoing management of your Epic platform, including operating systems, databases, and multi-datacenter backup and disaster recovery. A single point of contact Customer Success Manager also works directly with your IT team to ensure all needs are met throughout steady state operations and for the future of your cloud deployment.

Ensure Security and Compliance

Virtustream's HIPAA-HITECH and SOC2+HITRUST compliant cloud service ensures security of PHI and non-PHI data. Organizations can also leverage xStreamCare Services for Security and Compliance, designed to further protect their cloud environment and prevent security threats. Included in the healthcare services are a variety of tools and solutions to secure healthcare workloads, along with access to Virtustream's Trust Platform and on-demand consulting hours.

Healthcare

Security for healthcare workloads in the cloud align to Epic and compliance needs

✓ Anti-virus/Anti-Malware

✓ Host Intrusion Detection/Prevention

✓ File Integrity Monitoring

✓ Vulnerability Scanning

✓ Log Management

✓ Network Intrusion Detection/Prevention

✓ Data at Rest Encryption

✓ 20-hours of On-demand Consulting

✓ Access to the Trust Platform

Contact

For more information about Virtustream Healthcare Cloud, please visit our website or contact us.