# Vitera Healthcare Solutions Partners with DecisionOne Corporation to Deliver Superior Hardware Services and Support to EHR/PM Customer Base

The Associated Press

TAMPA, Fla.--(BUSINESS WIRE)--Dec 4, 2012--Vitera Healthcare Solutions, the nation's premier provider of best-in-class ambulatory electronic health records and practice management software and services, today announced a partnership with DecisionOne Corporation, the largest independent hardware and infrastructure support organization in North America. With the agreement, Vitera's existing hardware support operations and employed field service technicians will transition to DecisionOne.

The move, says CEO Matt Hawkins, allows Vitera to focus on software development while improving customer service and operational processes. "This partnership enables us to continue delivering exemplary support to our customers, while optimizing internal resources devoted to product innovation and development," he says. "DecisionOne has an extraordinary reputation for its hardware and technical knowledge. The company has an extensive geographic footprint and provides excellent service levels for user support. We are confident our customers will benefit from the enhanced responsiveness and fast turnaround DecisionOne has provided for more than 50 years." DecisionOne is looking forward to integrating the skill set and domain expertise Vitera's field service technicians will contribute to the organization, notes President and Chairman Nick Sharma. "We have the highest regard for Vitera and its field service technicians, and are confident in a seamless and transparent transition. Our multi-vendor service experience, our focus on delighting customers, and our expertise in the healthcare industry makes this a win-win for the partnership and for Vitera's clients. We are extremely pleased that Vitera leadership selected us to continue its proud tradition of exceeding customer expectations." The partnership with DecisionOne is part of an "organizational transformation," Hawkins says, which includes centralizing resources at the company's Tampa headquarters to facilitate greater coordination among Vitera team members for improved productivity, accelerated innovation and organizational performance. "We are transforming the way we do business to ensure we deliver the extraordinary support and superior solutions our customers so rightly expect and deserve." The partnership comes at the end of a year marked by growth and transformation. Vitera has added more than 270 people to its workforce and anticipates filling an additional 200 positions to ensure customers have convenient access to support and counsel relative to their technology needs.

Vitera is investing more than $25 million this year alone in infrastructure to improve customer support and service and accelerate product innovation. The company likewise launched a number of new products in 2012. Vitera Stat is a

comprehensive, cloud-based practice management and electronic health record solution, certified for meaningful use. Integrated with practice analytics and electronic data interchange, it is ideal for practices with limited IT resources and comes pre-configured with specialty-specific content so physicians can begin using it immediately. Vitera Intergy Mobile, developed with ongoing input from the Vitera user community, meets the needs of providers desiring access to practice information and patient records, anytime, anywhere. Designed to improve operational efficiency while helping providers deliver the highest possible quality of care, the application provides secure access to critical clinical and practice information from the user's iPad.

The company also opened the Vitera Center of Excellence in Florida, dedicated to accelerating innovation of Vitera software, expanding opportunities for in-depth employee training and strengthening internal systems designed to improve customer service. Additionally, Vitera is replicating a physician's Practice of the Future in its headquarters, where prospects and customers can use its software in a realistic setting.

About Vitera Healthcare Solutions Vitera Healthcare Solutions provides end-to-end clinical and financial technology solutions so physicians and medical professionals can work with patients instead of paperwork. Serving more than 400,000 healthcare professionals including 80,000 physicians, Vitera Healthcare Solutions provides electronic health records and practice management systems, processes 33 million transactions and 1.8 million e-prescriptions monthly, and serves several specialties including primary care, OB/GYN, pediatrics, cardiology and orthopedics in all sized practices and Community Health Centers. Physician focused and patient centric, Vitera Healthcare Solutions is based in Tampa, FL. For more information, visit www.viterahealthcare.com or call (877) 932-6301. Follow Vitera Healthcare Solutions on Facebook, http://www.facebook.com/ViteraHealthcare, and Twitter, http://twitter.com/#!/ViteraHealth.

About DecisionOne Corporation DecisionOne, a Glodyne company, is the largest independent technology support organization in North America delivering world-class managed infrastructure services, legacy equipment support and logistics management across all technologies. As a vendor-agnostic partner, our highly skilled international team enables DecisionOne to deliver outstanding support services to organizations anywhere, anytime. DecisionOne uses best-in-class tools to deliver a holistic solution for each unique infrastructure, allowing our clients to predict IT costs, and reallocate and refocus their valuable IT resources toward achieving business objectives. Visit us at www.DecisionOne.com, follow us on Twitter, become a fan on Facebook, subscribe to our channel on YouTube, visit us on LinkedIn, and join our circle via Google+.

CONTACT: For Vitera Healthcare Solutions Kat McDavitt, 770-576-2541 kmcdavitt@dodgecommunications.com KEYWORD: UNITED STATES NORTH AMERICA FLORIDA INDUSTRY KEYWORD: TECHNOLOGY HARDWARE SOFTWARE PRACTICE MANAGEMENT HEALTH HOSPITALS PROFESSIONAL SERVICES FINANCE SOURCE: Vitera Healthcare Solutions Copyright Business Wire 2012 PUB:

12/04/2012 04:12 PM/DISC: 12/04/2012 04:12 PM
http://www.businesswire.com/news/home/20121204006675/

**Source URL (retrieved on *09/19/2014 - 10:56am*):**
http://www.mdtmag.com/news/2012/12/vitera-healthcare-solutions-partners-decisionone-corporation-deliver-superior-hardware-services-and-support-ehr/pm-customer-base?qt-most_popular=0