

# The Buyer's Guide to IT Managed Services: Your Guide to Smarter Healthcare IT Decisions



[cercore.net](https://www.cercore.net)

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## Executive Summary

Managed IT services offer a strategic solution to mounting healthcare IT complexity and costs—freeing internal teams to focus on seamless patient care while ensuring operational excellence. **This guide provides clear insights for executives evaluating managed services and highlights why CereCore stands apart.**

### Why This Matters

Technology drives every aspect of healthcare, but managing infrastructure and applications often drains resources from strategic priorities. Managed services deliver continuous IT operations, predictable costs, and specialized expertise—*helping organizations stay agile and patient-focused.*

This guide will help you:

- Understand the benefits of managed services
- Evaluate options with confidence
- Make informed recommendations to your executive team

### What Sets CereCore Apart

When you choose CereCore, you gain more than IT services—you gain a partner with proven expertise in healthcare IT operations, clinical context, and measurable outcomes:

- » KLAS Managed IT Services excellence - consistent high-quality rating and **100% client rating** on “exceeds expectations”
- » Meaningful Support Services outcomes including: **3x faster** physician call resolution, **35% reduction** in Level 2 escalations, and overall incident reduction from root-cause analysis
- » **Certifications and partnerships** across market leading clinical applications and platforms: Epic, MEDITECH Alliance and 5-star Hosting Partner, Oracle Health Partner, FinThrive, Amazon Web Services, and more
- » **Over 1,000 healthcare IT professionals** with expertise in EHR, specialty applications, cybersecurity, revenue cycle, infrastructure and cloud
- » **30-year history** navigating virtually every EHR and IT change scenario, seamlessly



### HEALTHCARE-FIRST MINDSET

Our leadership brings deep in-hospital and clinical experience to every engagement. We don’t just think like technologists - we think like healthcare operators who understand the realities of patient care. We act as an extension of our client’s teams and as a partner in your mission. That perspective drives solutions that create resilience and operational efficiencies. It’s the difference between simply closing tickets and truly improving care delivery.

# The Perfect Storm: Challenges Facing Healthcare IT Leaders



Healthcare CIOs are navigating unprecedented complexity. Between maintaining 24/7 clinical operations, defending against increasingly sophisticated cyber threats, and pursuing digital transformation initiatives—all while facing talent shortages and budget constraints—something has to give.

The question isn't whether you need help. It's how you get the *right* help.

## FIVE CRITICAL DRIVERS FOR MANAGED SERVICES ADOPTION

### 1 The Talent Crisis Is Real—and Getting Worse

As the complexity in healthcare grows, the IT talent needed has shifted. Specialized IT skills (cybersecurity, EHR optimization, cloud architecture) are increasingly difficult to find and expensive to retain. While the cost of a bad hire can be substantial in any industry, the lack of progress amplifies the cost to a healthcare provider organization. While AI projects promise relief for strained clinical and IT teams, the reality is that data quality, documentation, and EHR integration are real barriers to realizing those ambitions. Meanwhile, 74% of healthcare organizations report significant cybersecurity staff attrition over the past year. This adds up to wide areas of need as well as risks to the bottom line.

Managed services providers offer immediate access to deep benches of specialized talent without the recruiting burden, retention risk, or benefits overhead of traditional hiring.

### 2 Boards are Delaying or Canceling Critical Projects

In one recent survey, 88% of hospital boards required ROI projections for all new IT projects, and more than half of U.S. hospitals (52%) delayed or canceled initiatives with ROI timelines longer than 24 months.

Until funding visibility improves, hospital boards are placing holds on discretionary IT in favor of projects that prioritize ROI. In an ad-hoc provider poll, 60% of Healthcare CIOs report pause directives on platform upgrades, enterprise analytics/data lake expansions, TEFCO onboarding, and non-revenue-critical cutovers, while revenue-protecting modules: denials prevention, eligibility and prior auth automation, patient access, and cybersecurity, continue, often re-sequenced to deliver near-term cash impact.

This dynamic creates a series of impossible choices for CIOs such as upgrade network infrastructure or implementing interoperability improvements when both are needed.



Challenges remain in:

- **Network modernization:** Healthcare has been slow to upgrade to WiFi 6, Wi-Fi 7, and 5G due to cost considerations and shortage of skills needed to manage new networks
- **AI and advanced analytics:** Organizations lack infrastructure to support AI, IoMT, and remote patient monitoring technologies
- **Interoperability initiatives:** 59% of healthcare organizations reported inability to comply with information blocking rules, and 57% lack key capabilities for patient data management
- **Infrastructure upgrades:** Hospitals lack the IT infrastructure needed to support transformative technologies despite unprecedented investment in these areas

Without the operational foundation to execute on these strategic initiatives, healthcare organizations risk falling further behind. Managed services create the stable operational platform and team capacity that makes innovation possible.

### 3 Cybersecurity Is No Longer Optional—It's Existential

High profile cyberattacks targeting healthcare organizations has moved cybersecurity from the IT department to the boardroom. Hospital executives have seen firsthand how a single breach can halt clinical operations, compromise patient safety, and result in millions in recovery costs and regulatory fines. There's more to protect than ever with the shift toward advanced technologies such as AI, cloud computing, medical devices and IoT, faces unprecedented risk from a critical shortage of cybersecurity talent. In one survey:

**74%** of healthcare organizations report significant cybersecurity staff attrition over the past year.

**79%** of healthcare IT executives acknowledge that talent shortages have stalled critical digital cybersecurity projects.

**92%** admit existing cybersecurity tools remain severely underutilized due to inadequate staffing, resulting in wasted technology spending and elevated security risks.

That makes cybersecurity everyone's responsibility and strong alignment is critical. Managed services can support cybersecurity initiatives with well-defined user access protocols, analyzing incidents to identify security gaps, inform remediation, and more.

# Selecting the Right Managed Services Partner

## 4 EHR Systems Have Become More Complex

Epic, MEDITECH, and Oracle Health systems require constant optimization, frequent updates, interface management, and deep technical expertise across multiple domains. For organizations running multiple specialty clinical applications alongside their EHR, the burdens are intensified. Teams are often stretched thin between supporting current systems and innovation.

Managed services can reduce the burden with Application Management, support, access provisioning, and supplement needed expertise and IT talent. This allows the capacity to conquer data quality, documentation, and EHR integration initiatives which are foundational for compliance reporting, revenue cycle processes, and to pave the way for advanced functionality such as AI.

## 5 Innovation Requires Operational Excellence as the Foundation

CIOs are being asked to deploy AI-powered clinical tools, ambient documentation, predictive analytics, and advanced patient engagement platforms. But when your team is consumed by keeping the lights on—password resets, system outages, routine maintenance—there's no capacity left for strategic initiatives.

With hospitals delaying or canceling long-term strategic initiatives due to resource constraints, organizations need a different approach. Managed services create operational stability and team capacity that makes innovation possible.



Most IT outsourcing firms bring technology expertise. CereCore brings something fundamentally different: *we're both healthcare operators and technologists.*

With a heritage in one of America's largest and most respected health systems—we understand hospital operations from the inside out. The majority of our management team has in-hospital or clinical experience. We've been at the bedside during both hard and healing moments. We've felt the pressure when a provider can't access the EHR during patient care. We've run claims and examined system errors. We don't just fix tickets—we *understand what's actually at stake.*

### THAT CLINICAL DNA SHOWS UP IN EVERYTHING WE DO

- Our service desk analysts speak the language of healthcare as well as have deep training on the EHR.
- Our escalation protocols prioritize based on patient impact, not ticket queue position.
- Our solutions are focused around clinical workflows, not just software specifications.



This is why our KLAS client comments consistently say they can't differentiate between CereCore staff and their own internal IT teams. **We don't feel like vendors—we feel like colleagues who share your mission.**

# CereCore's Managed Services Portfolio



## COMPREHENSIVE SUPPORT ACROSS YOUR TECHNOLOGY ECOSYSTEM

Healthcare IT is complex, interconnected, and mission-critical. CereCore offers flexible managed services that can be deployed individually or as an integrated solution, scaled to match your organization's size, complexity, and strategic priorities.

### Clinical & IT Service Desk: The Foundation of 24/7 Operations

#### What We Provide

- Round-the-clock coverage (24/7/365) for your providers, staff, and patients
- Multi-tiered support from Level 1 help desk through specialized clinical analysts
- Epic, MEDITECH, Oracle Health, and ServiceNow platform expertise, plus over 1200 clinical and technical applications
- Patient portal support including proactive telehealth visit outreach and portal setup
- Employee retention rate is twice the industry average, fostering deep institutional knowledge and continuity that drives long-term success

#### Why It Works

Traditional help desks focus on answering calls quickly. CereCore's Clinical Service Desk focuses on resolving issues correctly—the first time. Our analysts with clinical training can troubleshoot EHR configuration issues, coordinate with software vendors, and provide training to clinical staff without unnecessary escalations. Additionally, the Clinical Service Desk operates beyond a traditional service desk model, providing enhanced maintenance level support for items that are not traditionally tickets; for example, work queue maintenance and upgrade testing.

Our clients have experienced these results:

- ✓ Reduction in EHR maintenance required by higher tier application analysts
- ✓ 30% reduction in time to resolution
- ✓ First-call resolution rates consistently above 70%

#### Ideal For

Organizations needing 24/7 coverage, struggling with balancing support with strategic initiatives, or wanting to elevate support quality.

## EHR Application Management and Legacy Turndown: Maximize Your Investment

#### What We Provide

- Comprehensive application management for Epic, MEDITECH Expanse, and Oracle Health (Cerner), legacy system archival and management
- Proactive system monitoring, optimization, and performance tuning
- Upgrade planning and execution with minimal clinical disruption
- Interface management and integration support
- Configuration management and change control
- Build team augmentation and specialized analyst support
- Data integration and standardization for interoperability objectives

#### Why It Works

CereCore supports thousands of healthcare facilities across the nation, from rural hospitals on MEDITECH to large IDNS on Epic and Cerner. We are known for seamless upgrades, application management performed while clinicians sleep, and on time on budget implementations that are optimized from the start.

Certifications and accreditations matter, but nothing more than the value we provide to our clients:

- ✓ Condensed an 18-month Epic optimization project to 8 months while implementing three major modules
- ✓ Rated highly by clients for support services that exceed expectations, don't charge for every little thing, and client loyalty
- ✓ Zero unplanned downtime for hosted MEDITECH environments across hundreds of client sites
- ✓ Millions of dollars saved through legacy archive and data integration services
- ✓ Delivered full Oracle Health (Cerner) application management, covering tasks typically reserved for in-house teams

#### Ideal For

Organizations struggling to keep pace with EHR updates, lacking specialized build resources, planning major upgrades, or seeking to optimize existing system investments.



## Application Hosting & Cloud Management: Secure, Scalable Infrastructure

### What We Provide

- MEDITECH READY-Certified 5-star hosting with proven reliability
- Hybrid cloud and AWS-based infrastructure solutions
- 24/7 monitoring, patching, and performance optimization
- Application data disaster recovery (DRaaS)
- Business continuity planning and disaster recovery testing
- Compliance management (HIPAA, HITRUST, SOC 2)
- Legacy application archive and data retention solutions

### Why It Works

On-premise data centers require constant maintenance, capital investment, and specialized staff. CereCore's hosting solutions deliver enterprise-grade infrastructure, security, and support at a predictable operational expense—without the overhead of managing hardware, environmental systems, or backup infrastructure.

#### Proven results:

- ✓ 10+ consecutive years of 5-star MEDITECH hosting certification
- ✓ 99.9%+ uptime SLAs consistently exceeded
- ✓ Cost savings averaging 30-40% compared to on-premise operations

#### Ideal For

Organizations looking to eliminate data center overhead, improve disaster recovery capabilities, gain predictable IT costs, or free capital for strategic investments.

## FLEXIBLE ENGAGEMENT MODELS

CereCore doesn't believe in one-size-fits-all solutions. *We offer:*

- **Fully Managed Services:** We take complete ownership of defined IT functions
- **Co-Managed Services:** We augment your existing team with specialized capabilities
- **Project-Based Support:** Targeted assistance for implementations, upgrades, or optimization initiatives
- **Hybrid Models:** Mix-and-match services based on your unique needs

Most clients start by assessing a problematic area and expand as they gain insight into where their biggest opportunities are through our partnership. Our goal isn't vendor lock-in; it's proving ourselves valuable and supporting patient care in the communities we touch.

## Network Management: The Invisible Foundation

### What We Provide

- Proactive monitoring, patching, firmware updates, and capacity planning
- Security hardening and compliance assessments
- Medical device network integration and support
- Wireless infrastructure optimization for clinical mobility
- SD-WAN and multi-site connectivity management
- Rural network connectivity design and solutions

### Why It Works

Healthcare networks must support everything from EHR access to medical imaging to IoT-enabled infusion pumps—all while maintaining security, speed, compliance and reliability. CereCore's network teams understand the unique demands of healthcare environments where downtime directly impacts patient care.

#### Ideal For

Organizations with aging network infrastructure, multi-site operations, medical device integration challenges, or insufficient internal network expertise.

## Fractional IT Leadership

### What We Provide

- Fractional CIO services from former health system CIOs with decades of operational experience
- Cybersecurity advisory with best-in-class repeatable assessment reports that track progress with stakeholders and the board
- Revenue Cycle Technology assessments using the FinThrive platform
- Various technology assessments and future state planning

### Why It Works

Sometimes you don't need more hands—you need experienced guidance. Our advisory team understands the exact challenges you're facing; and provides a structured methodology for assessment and tracking progress of your security posture using proven tools like the NIST framework.

#### Ideal For

Organizations navigating executive transitions, in hyper-competitive hiring markets for specialized expertise.

# What Makes CereCore Different?

## CLIENT EVIDENCE OF VALUE THAT MATTERS TO LEADERSHIP



### DIFFERENTIATOR #1: Strategic Partnership Over Task Completion

**What Other Vendors Do:**  
They deliver exactly what you ask for—nothing more.

**What CereCore Does:**  
We contribute as much to the statement of work as you do, flagging opportunities you haven't considered yet.

**Client Evidence (KLAS Comment | CTO, January 2024):**

“We will tell some organizations we work with that we need A, B, and C, and we will get a statement of work that will just have A, B, and C. We will tell CereCore about A, B, and C, but they will also flag X, Y, and Z. We end up delivering a more thoroughly thought-through product to our customers.”

**Why This Matters:**

You're not just buying help desk support—you're gaining strategic advisors who bring hospital operator experience to every engagement. CereCore earned two consecutive years of exceptional ratings in KLAS, with clients responding “Yes” 100% of the time when asked if CereCore exceeded expectations.



### DIFFERENTIATOR #2: Invisible Integration (The Best Compliment We Get)

**What Other Vendors Do:**  
End users can tell the difference between vendor staff and internal IT.

**What CereCore Does:**  
Our team becomes indistinguishable from your organization.

**Client Evidence (CTO, January 2025):**

“Our end users do not differentiate between the CereCore staff and our own internal organization's IT staff. That is probably the best that I could ever hope for. Our end users see CereCore as no different; they see the firm as part of us, so the end users are extremely satisfied.”

**Why This Matters:**

When growth, mergers, or technology transitions threaten to disrupt operations, seamless support protects your brand and patient experience. Multiple clients have noted moving their service desk to CereCore allowed them to absorb and support growth, with end users seeing improvements from day one through features like 24/7 availability and immediate speak-to-answer capabilities.



### DIFFERENTIATOR #3: Proactive Problem-Solving, Not Just Firefighting

**What Other Vendors Do:**  
They answer tickets and meet SLAs.

**What CereCore Does:**  
We analyze and develop solutions that resolve future tickets before they happen again.

**Client Evidence (Jupiter Medical Center | Epic Transition):**

“When Jupiter Medical Center transitioned from Oracle Health to Epic, CereCore didn't just handle the increased call volume. We designed and built a self-service incident request feature within Epic so clinicians could submit requests without leaving the EHR. We also built an automated workflow that routed incidents to the appropriate level 2 group, shortening time to resolution and providing cost-efficiency gains.”

**The Results:**

- First month of go-live: 50% of all incidents triaged through automated workflow
- Sustained automation rate: 25% over following three months
- First call resolution improved from 54% to 70% (2022-2024)
- Speed to answer: 39 seconds
- Customer satisfaction: 93.1%

**Why This Matters:**

Every automated workflow reduces your cost per ticket while improving clinician satisfaction. Jupiter also faced a flawed ServiceNow implementation from a previous vendor. CereCore conducted a thorough assessment and cleanup, implementing an automated license reclamation process that avoided unnecessary costs and maintained compliance. That's strategic IT spending.

## WHAT OUR CLIENTS SAY



[The CereCore Podcast](#)



[KLAS Research Managed IT Services](#)



[CereCore Client Success Stories](#)



#### ➔ DIFFERENTIATOR #4: Operator Perspective That Prevents Costly Mistakes

##### **What Other Vendors Do:**

They bring IT implementation methodology and technical skills.

##### **What CereCore Does:**

We bring hospital operator experience combined with deep expertise across a wide range of applications and platforms—which helps us spot “project killers” before they derail your budget and timeline.

##### **Client Evidence (Rick Ramussen, CEO of Northwest Specialty Hospital | *The CereCore Podcast*):**

“ [CereCore] saved us thousands of hours. Our vendor master item list was not ready. And they said ‘This is going to be used so many places. You need it in the OR, you need it for billing...Let’s [help you ensure] it’s in there right.’ If they had kept that to themselves, we would’ve not had the opportunity to fix it [before having issues down the road].”

##### **Why This Matters:**

When you’re implementing or transitioning EHRs, or optimizing clinical workflows, your IT partner needs to understand healthcare operations, not just technology. North Country Healthcare’s CIO Darrell Bodnar noted: “The depth and experience of your bench is huge. You explained things we didn’t know existed. Having a thorough assessment by an independent third party who understands best practices is key... It’s a partnership. There’s no light switch that says, ‘Now you’re optimized.’ It takes time. We’ll keep improving and evolving with CereCore.”



#### ➔ DIFFERENTIATOR #5: Impact You Can Measure

##### **What Other Vendors Do:**

They provide services and send invoices. ROI is assumed, not proven.

##### **What CereCore Does:**

We actively uncover hidden revenue, and identify incident reduction opportunities to resolve permanently.

##### **Client Evidence (Jupiter Medical Center | *Clinical Service Desk Innovation*):**

**In a LinkedIn Live conversation** with Kevin Olson, CIO at Jupiter Medical Center and Chris Wickersham, AVP of Support Services at CereCore, Chris explained:

“ Take Epic MyChart for example. We can see confusion in the patient base where they may be contacting JMC’s patient portal support desk for appointment reschedules and operational items along those same lines. A lot of that was detected through ticket data and AI theme detection through our contact center platform. What that means to JMC is real dollars spent on things that should be operational in nature. We’ve been able to build in automation and ambient listening to take that patient straight to the central scheduling office, which delivers better patient care experience and contains costs.”

##### **Client Evidence (Mary Rutan Health | *Revenue Cycle Processes*):**

“ The CereCore team has helped us optimize our registration and revenue cycle processes. The team is proactive and looking for ways to optimize our processes as opposed to waiting for calls.”

##### **Why This Matters:**

When you’re implementing or transitioning EHRs, or optimizing clinical workflows, your IT partner needs to understand healthcare operations, not just technology. North Country Healthcare’s CIO Darrell Bodnar noted: “The depth and experience of your bench is huge. You explained things we didn’t know existed. Having a thorough assessment by an independent third party who understands best practices is key... It’s a partnership. There’s no light switch that says, ‘Now you’re optimized.’ It takes time. We’ll keep improving and evolving with CereCore.”

# The External Validation

## KLAS Managed IT Services Results

- | Two+ consecutive years of exceptional ratings
- | All A's across every customer experience pillar
- | Highest score in the Loyalty pillar
- | 100% of clients responded "Yes" when asked if CereCore exceeded expectations  
*(CereCore was the only vendor to achieve this perfect score)*



## EHR Partnerships

- | Epic certification across all areas of CereCore managed services
- | MEDITECH Alliance consulting partner and 5-star hosting provider
- | Oracle Health Network partner
- | ServiceNow partner
- | AWS partner

## Best of Staffing Diamond Award

- | Over 5 years of client and talent satisfaction scores – *placing us in the top 2% of staffing firms nationally.*



## WHY THIS MATTERS TO THE BOARD

Healthcare organizations need managed services partners who go beyond commodity and deliver real value with measurable outcomes. This type of value goes beyond cost containment and to the heart of patient care. CereCore's client feedback is chocked full of meaningful outcomes.

# What Could You Accomplish With the Right Partner?

## Imagine if Your IT Team Could

- Focus on strategic projects instead of break-fix work
- Reduce incident volumes year over year
- Gain the equivalent of an army of infrastructure experts for proactive network monitoring, management, and stability
- Gain experts who proactively patch and manage applications
- Decommission a legacy application and leverage the savings for innovation
- Scale services seamlessly as your organization grows

## Ways to Get Started

### ✔ Assess Your Readiness

Are you experiencing resource constraints, burnout, reoccurring system issues, or project delays? These are signals that a strategic partnership could accelerate your goals. Assessments are a low-cost, high-reward method to finding your biggest wins quickly. [Find our most common assessments here >>](#)

### ✔ Start A Conversation

[Let's discuss](#) your specific challenges and explore how CereCore can help take some of the heavy lifting from healthcare IT. Whether you're considering service desk support, application management, staff augmentation, or strategic advisory services, we're here to help you thrive, not just survive.

## ADDITIONAL RESOURCE

[What Your IT Support Data Knows: Insights from the Front Lines](#)

CHIME LinkedIn Live

## CITED SURVEYS

[Black Book Market Research](#)

Healthcare RCM Leaders Say AI Ambitions Are Running Ahead of Data Reality

[Black Book Market Research](#)

Cybersecurity Talent Exodus Threatens Healthcare's Digital Transformation, Black Book Survey Finds

[NEWSWIRE](#)

The Four Healthcare IT Categories Delivering the Fastest ROI in 2025 - and What's Earning a Place on the 2026 List



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THE LINK TO LIFE-SAVING CARE