



Vital Support Systems Putting the *focus* on healthcare

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*Dean Hiles, Director of Information Technology
Genesis Health System
Partners since 2003*

When it comes to supporting hard-working, time-crunched, budget-minded and quality-focused healthcare facilities, Vital Support Systems knows how to deliver. Vital Support Systems believes in delivering cost-effective, high-impact solutions that meet the needs of their clientele.

Since 2001, Vital has been a leading provider of enterprise technology solutions for data systems and networks throughout the Midwest. With offices located in markets throughout Iowa, Kansas, Nebraska, Missouri and Illinois, Vital differentiates itself through its highly consultative approach, deep technical knowledge, strong business focus and comprehensive solution offering.

Known in the industry for investing the time and resources to provide a full assessment for each customer's needs, Vital can design, integrate and deliver solutions that work. Vital offers a complete package of services including Unified Communications, High Availability, Security, Server and Storage Management, Wireless, Network Management, Virtualization and Mobile Access.

Vital invests a great deal of time and resources to new developments, and takes pride in the healthcare-niche they've developed throughout the years. “The healthcare industry needs companies that deliver complete solutions, companies that know what is available and what will work within the unique constraints of a health-provider network to make that business operate better and more competitively,” said Jeff Sparling, CEO of Vital.



Vital's knowledgeable and educated staff are constantly training on new products, systems and developments. Jim Strother, Director of Information Technology at Mercy Medical Center, can testify to this first-hand. "We don't have to worry about development or training; we can expect

that Vital will bring the appropriate resource to the table to assist us in reaching our goals. Vital staff is courteous, knowledgeable, ready, able and willing to be a full partner in providing excellence in customer service in partnership with Mercy," said Strother.

Healthcare professionals across the Midwest have come to count on Vital for more than consistent, reliable staff. Vital recognizes that information is critical, and accuracy and timeliness count in the ever-changing industry of healthcare. Effective technology solutions can enhance the quality of patient care, save time and resources – and ultimately, save lives. That's why Vital remains committed to providing top-notch solutions. As Dean Hiles, Director of Information Technology at Genesis Health System put it, "Vital provides us with robust solutions to our business needs. We are always trying to utilize technology to improve our processes and Vital is one of our most significant partners. They are always willing to bring new solutions to us, or help facilitate issues with our current products." Genesis Health Systems and Vital have been partners since 2003.

Vital Support Systems has a wide array of solutions that are ideal for healthcare environments. AeroScout, a solution that uses wireless networking standards, accurately tracks the real-time location and status of valuable healthcare assets – such as wheelchairs, medical equipment or people. As protecting patient health records becomes increasingly important, IronPort is a solution that can eliminate the hassles and complexity from security issues. The Cisco Medical Grade Network connects all health stakeholders to one information and communications infrastructure and provides the foundation for healthcare solutions. HP Medical Archive solution (MAS) is a specialized medical fixed content archiving platform that helps healthcare providers address exploding medical image retention requirements. And, that's just a small sample of healthcare technology solutions that are available to

help give healthcare facilities the competitive edge that business demands. As Dan Maurin of Lawrence Memorial Hospital in Kansas City said, "Vital Support Systems provides customized network solutions which help us to serve our patients better."

In addition, Vital Support Systems is involved with the local HIMSS chapters across the Midwest. The Healthcare Information and Management Systems Society (HIMSS) is the healthcare industry's membership organization exclusively focused on providing global leadership for the optimal use of healthcare information technology (IT) and management systems for the betterment of healthcare.

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Vital Support Systems*

JaNelle Anderson, Mary Greeley Medical Center Director of Information Systems, enjoys working with a project-oriented company like Vital, and appreciates the well-defined due dates and scopes of service. "Vital personnel meet their commitments but are flexible if the project requires it. Our account manager is very responsive to our needs and all of the network engineers we've worked with have been excellent," said Anderson.

Vital Support Systems will continue to focus on the technology needs of healthcare organizations throughout the Midwest. "We want to help healthcare facilities enhance communications, improve workflow, reduce costs and ensure patient privacy – allowing them to focus on quality care, treatment and support of the patients. Our goal is to focus on technology needs, so they can focus on patient needs. It's rewarding to be a part of that," said Sparling.



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