

7 Benefits of Outsourcing Legacy Application Support

1. Reduce Costs

Outsourcing helps with reducing capital expenditure costs. Adopting outsourcing can free up capital for investment spending and impact (positively) operating costs.

90%



of hospital organizations in Q3 2015 state they are at or near an immediate (3 months or less) return on their investment for IT outsourcing.

84%



of healthcare organizations that outsource to vendors express their relationship exceeds expectations.

2. Boost Personnel Morale

No one wants to be stuck working on the old technology while everyone else learns the new system. Not only are they physically removed from their coworkers but they can't share the emotional journey of learning a new system either. Having your legacy applications managed by a 3rd party ensures your staff isn't stuck worrying where they'll fit and what the future looks like, boosting overall morale.

“ I can't tell you how, when we have our all hands meetings, excited people are. They're not talking about where do I fit or what does the future look like, they already know, they've been to Epic, they're being certified. They get it. We've got our best and brightest moving forward very early into the project. ”

– Chuck Podesta, CIO, UC Irvine Health

3. Obtain Flexibility in Staffing

Hiring additional staff to support your organization during a transition would also result in an overflow of employees once it's over. A well-qualified outsourcing company has a strong team of resources to give you the complete support you need without the constraint you have in house.



Professional, experienced, certified team



Gaining access to world-class capabilities



Resources are not available internally

4. Manage Change

The amount of anticipated change to your current system is a large factor in determining whether to outsource. From upgrades to acquisitions, any additional functionality deployed is another job to add to your staff's already large to-do list. Additionally, many providers underestimate the time and staffing needs associated with EHR deployment, and end up stuck. It's also the only way to get a workforce that can meet the current and rapidly evolving demands.



Continuous improvements to support the changing needs of organizations



Healthcare companies are asking themselves, how can you flex capabilities? How can you create teams for rapid assignment and redeployment? How can you build small teams that are highly experienced in handling the dynamic nature of projects? Static, defined projects are history.



– Dr. David Whitehouse, chief medical officer of IT services and solutions provider UST Global (via [Healthcare Dive](#))



Maintain support and business continuity

5. Improve Service

Having staff focus on the task at hand is critical. Implementation initiatives and providing production support can be strenuous and complex when being completed in parallel. Onboarding consultants to support legacy applications is more cost effective and frees up staff to focus on the new system.



Have internal IT staff focus more on strategic tasks



Engage your best talent where they are needed most



Improved application stability and performance



Freeing up internal resources for other purposes

6. Relax, “they” got it

Demands on healthcare providers' Electronic Health Record (EHR) teams – including implementation, optimization, maintenance, performance improvement and quality initiatives – continue to grow. A focus group at a recent College of Healthcare Information Management Executives (CHIME) meeting found that the number one concern among health system Chief Information Officers (CIOs) was how to continue supporting all ongoing applications [[Encore white paper](#)]



Helpdesk/Ticketing



Different levels: Tier 1/Tier 2 (SLA)



KB, Wiki, Staff Expertise



Training (lose staff, new staff)

7. Measurement Driven: Keep Services/Progress in Check

Hospitals must demonstrate quality through reports and dashboards for external benchmarking and internal quality improvement. Effective partnership governance will include reporting, dashboards and service metric reporting. The hospital's incident management system is typically used for tracking and reporting application management activities and performance to ensure seamless integration into ongoing operations. [[Encore white paper](#)]

Help desk services is an area where costs can fluctuate significantly based on call volume, application changes, staff turnover and service-level agreements (SLAs) maintenance. One of the most significant areas of cost and SLA issues is staff turnover and training, which can also be time consuming and fluctuate greatly. Outsourcing can eliminate this cost variation while keeping SLAs consistent.