



EHR Managed Services

Pivot Point Consulting's Managed Services Solution is a collaborative extension of your EHR application team. Our certified professionals allow health systems to focus on business transformation, system enhancement and optimization.

95% Increase
Customer Satisfaction

First Call Resolution

Pivot Point Consulting ensures our team of certified professionals will increase your organization's first call resolution for EHR related issues. We guarantee a substantial increase in customer satisfaction for all providers, end-users and patients.

80% Reduction
Employee Turnover

Right Skill, Right Job

Pivot Point Consulting manages the day-to-day maintenance of enterprise healthcare application systems. This extension of support allows internal team members to focus on innovation, growth and transformation of the business. The removal of mundane tasks from your team helps keep them fully engaged and excited about their work.

25% Increase
Project Hours

Defragmentation

In addition to increasing the level of support, Pivot Point Consulting's Managed Services solution increases available project hours by removing task fragmentation. This returns the time necessary for your internal team to complete transformative and enhanced initiatives.

25% Reduction
Operating Expenses

Bottom Line Results

Pivot Point Consulting helps solve the current challenge of support versus enhancements. Controlling productive and non-productive time allows for lower cost and better outcomes. Improved resource utilization and definition of task creates a clearer picture of the costs to operate and own your enterprise applications.

We Know EHRs

Seriously, just ask KLAS! In addition to your EHR, our team can support all your third-party systems.

