

MISSION-DRIVEN. OUTCOME-FOCUSED.

Health systems face a myriad of challenges supporting their technology platforms across their patient, provider, and user bases.

Pivot Point Consulting’s Managed Services offers a comprehensive solution for healthcare organizations to streamline operations, increase focus on strategic objectives, and optimize operational effectiveness.

With expertise in IT, electronic health record systems (EHRs) and business systems (e.g., ERP, CRM, SCM), our skilled teams provide scalable solutions that empower you to focus on your organization’s priorities.



WE DELIVER:

MANAGED SERVICES

TIER-1 SERVICE DESK

GENERAL IT
HELP DESK

CLINICAL
SERVICE DESK

PATIENT
SERVICE DESK

- ✓ 24 x 7 x 365
- ✓ Identity & access management
- ✓ Incident management
- ✓ First contact resolution

TIER-2 APPLICATION SUPPORT

ELECTRONIC
HEALTH RECORDS

BUSINESS
SYSTEMS

- ✓ Application management & monitoring
- ✓ Break-fixes, enhancements & reporting
- ✓ Upgrades & implementations
- ✓ Security & testing



**RANKED #1
BEST IN KLAS
MANAGED IT
SERVICES
2023**

PIVOT POINT CONSULTING MANAGED SERVICES

Our Managed Services empower healthcare organizations to remain focused on core business functions while experiencing the following benefits:

- **FINANCIAL SAVINGS**
Cost-effective solutions focused on continuous improvement and maximizing ROI.
- **TRUSTED RELIABILITY**
U.S.-based support and monitoring to ensure smooth systems and networks, 24 x 7 x 365.
- **SUPPORTIVE EXPERTISE**
Deep understanding of the latest technology, security and regulatory requirements in the healthcare industry.
- **IMMEDIATE SCALABILITY**
Scalable teams and IT solutions to meet healthcare organizations' evolving and urgent needs.



Pivot Point Consulting is proactive; they push us a lot as an organization to do certain things we would not generally do in our day-to-day operations. For example, if we have a particular change in workflow, they will document it to make sure it is communicated to everyone, and that is very proactive on their part. The vendor is also easy to work with; the people are kind and polite, and they push us toward the areas that need attention.

KLAS Feedback, VP/Other Executive

DECEMBER 2022

