

Merge Professional Services

Project management, implementation and client training



With Merge Healthcare, you get a partner who understands more than just technology. We understand the business drivers that lead to success. Our goal is to ensure you get the most out of your investment and take full advantage of our innovative technology as soon as possible.

After months of research and due diligence, your organization has made an IT investment to improve operations and patient outcomes.

If only you had a tailored program to ensure your staff was trained and ready to navigate the new system quickly and reliably.

Now you do.

How We Help You

Merge's Professional Services team provides a comprehensive and strategic approach to implementation, training and support. Our job is to help you achieve immediate value from your investment and drive operational success.

With more than 5,000 successful installations, our consultative team works with you to develop and execute a customized plan that best fits your unique needs and goals.

With Merge Professional Services We Provide

- **Proven Implementation Strategy.** Our project team brings you unrivaled implementation experience. We have the knowledge to succeed and a toolkit of Merge-developed utilities and methodology to speed the execution of your implementation.
- **Technical/Clinical Expertise.** We provide you with a skilled team with years of technical and clinical know-how to work on your specific needs and implement a solution that meets the requirements of your business.
- **Training/Education.** Merge has a variety of users with different skillsets, so we provide a range of training including online to classroom to onsite. Our goal? To prepare you for the successful implementation and use of our solutions.

MERGE

innovative imaging™

Benefits of Merge Professional Services

- Reduced risk with a reliable deployment timeline
- Sharing of ideas and best practices for improving your operation
- Full realization of Merge solution features and functionality
- Timely, results-driven training with ongoing education options for new and existing staff
- Confidence for the long-term in supportable and sustainable solution delivery

How We Do It

In a word: partnership. Your project success is important to us. We come armed with extensive industry and product knowledge. In turn, we ask that you provide a clinical and technical point person who can act as the champion of your Merge solutions. By working together we can help you ensure a seamless transition while giving you numerous avenues for support and training.

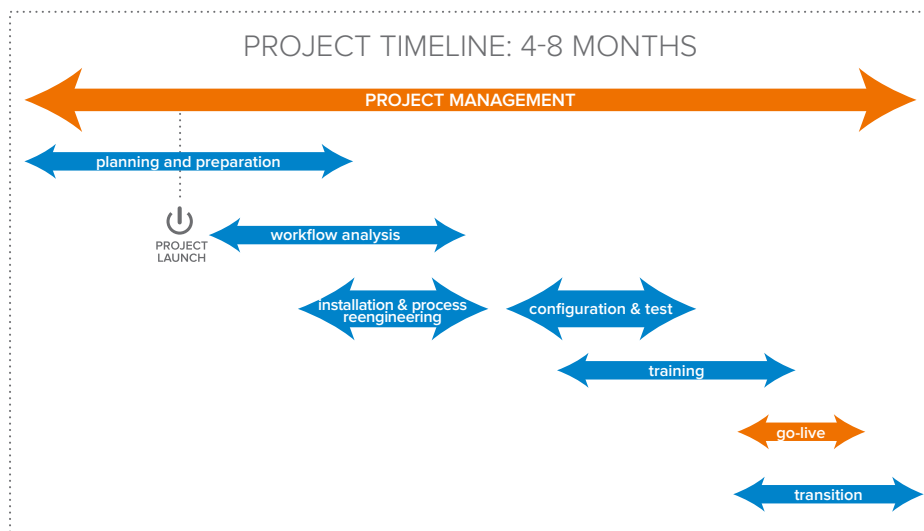
What You Can Expect

First off, no surprises. From day one to go-live, you will work with a dedicated Merge project manager who is responsible for your account. You can expect clear and consistent communication and a commitment to unparalleled service.

The project manager will consult with a host of technical and clinical specialists to develop and implement a project plan tailored to your specific needs. Our team will utilize proven integration methodologies and workflow strategies to ensure you are up and running quickly.

Sample Implementation Timeline

Outlined below is a typical deployment schedule. Knowing that a variety of factors can influence the timeline (data migrations, staff availability, complex implementations, etc.), please use this as a general guideline. Our team will work with you to create a customized project plan and associated timeline that fit your specific business needs.



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