

## Success Story – Apex Computer Systems and Kaiser Permanente

### Customer Profile

Kaiser Permanente is America's largest integrated health care organization. Founded in 1945, it is a nonprofit health plan, with headquarters in Oakland, California. Kaiser Permanente serves the health care needs of members in nine states and Washington, D.C. Kaiser Permanente aspires to be the world leader in improving health through high-quality, affordable, integrated health care. There are 8.4 million voluntarily enrolled members as of December 2005. Most members join through their employers, who pay part or all of the monthly dues. Approximately one out of every four Apex employees has chosen Kaiser HMO as plan of choice.

### Business Situation

Kaiser Permanente Information technology (KP-IT) was looking for a way to provide streamlined maintenance support solution for its California Client Field locations which include labs, medical centers, medical offices and pharmacies. Most of the California field IT equipment is attached to the Kaiser Network supporting critical Kaiser Business applications supporting its members. Most of the field IT equipment covers a wide range manufacturers, makes and models. This technology is difficult to support and considered non-serialized. KP-IT was often asked to provide support on IT equipment discovered each month or having to incur un-budgeted support charges which were costly to Kaiser.

### Solution

KP-IT awarded one of its National Technology Suppliers three year support contract supporting over 25,000 client field devices beginning January 2005. KP-IT National Technology Supplier engaged Apex to develop and implement customized support solution which enabled Kaiser end users to receive IT support based on internal patient care objectives. Apex was able to work with Kaiser National Technology Supplier to automate and integrate service requests with Kaiser Corona help desk. Apex deployed dedicated service personnel throughout California and cross trained them to support a wide range of peripheral equipment located throughout California geography. Apex was able to package and provide innovative support solution providing additional cost savings and reducing time & material expenditures.

### Benefits

Apex results have contributed toward meeting and exceeding Kaiser Service levels which are based on 95% service level objectives. Currently, Apex continues to take approximately 400 calls per month supporting the Kaiser Client Field equipment. Additional benefits to Kaiser include;

- reduced cost of service tied toward failure rates
- improved quality of service delivery directly tied to patient care objectives
- provided single point of contact for all client field service requests
- incorporated customized reporting based on KP-IT requirements

### About Apex Computer Systems Inc.

Founded in 1983 by C. Philip Chen, Apex Computer Systems provides IT Lifecycle, support services, application development, managed services for Corporate, Mid-Market and Small business clients. The company maintains a national workforce of several hundred employees with the capabilities to plan, design, implement and support all categories of its consulting, infrastructure and lifecycle solutions offerings. Apex helps its client's leverage IT increase productivity, reduce costs and improve customer satisfaction. Apex has clients across a broad spectrum of industries.