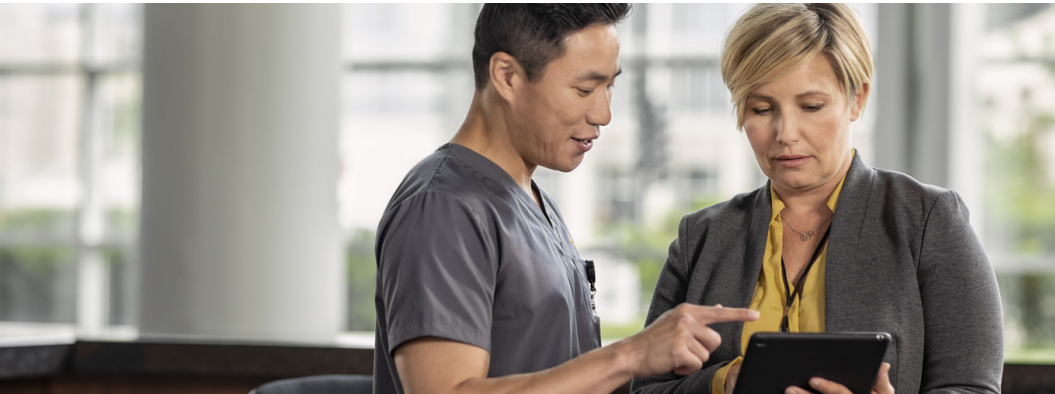


Optum IT Performance Services

Enabling your business objectives through digital transformation



Health care executives understand the critical need to succeed in their digital initiatives. Many provider organizations' digital initiatives suffer in part from a disconnected IT roadmap that can drive inconsistent or incongruent business outcomes. Resource constraints, daily inefficiencies and security concerns only make the challenge to deliver value more difficult.

Optum® IT Performance Services enables providers to accelerate technology modernization, power digital and cloud transformation, improve security posture, and optimize infrastructure and core systems. Our flexible, centrally managed model incorporates hyper-specialized health care expertise as well as dedicated technical resources who understand your critical IT priorities, mission and culture. This allows health systems partners to deliver seamless and transparent engagement between health care stakeholders, while reducing cost and optimizing provider and patient experiences.

Create cost-effective, next-generation technical ecosystems with IT capacity that scales, lowers costs and flexes to meet business needs



75%
of providers and health care executives feel current digital initiatives are not yielding the right results¹



78%
of providers cited their infrastructures are unprepared to respond to cyberattacks²



Expansive IT Services Portfolio

Leverage **deep IT Services capabilities** that span from core system optimization, app management and security to cloud and infrastructure strategies



Unique IP Technology

Apply unique **Optum IP technology** and a global pipeline of IT Services modernization investments to shape digital strategies



Flexible Partnership and Pricing

Enter into a **flexible partnership** agreement that meets you where you are, with modern pricing and unique system challenges in mind



Global Resource Model

Access an **on-site, virtual and centrally managed** global talent pool of health care IT experts who leverage automation for modern service management

Delivering a go-forward IT path for your organization

Optum IT Performance Services partnership models not only deliver IT scalability at lower cost, but also help organizations define and execute their strategic roadmaps with an emphasis on creating connected ecosystems of core technologies and tools through infrastructure automation, cloud adoption and digital enablement. By tapping into Optum enterprise capital and creating pathways and governance models that empower IT departments to accelerate business objectives, our partners are at the forefront of system and operational efficiency, speed to value and modern user experiences.

Our flexible partnership model can meet your unique challenges, delivering system-wide or departmental improvement through a range of services.

Optum IT Performance Services portfolio supporting digital enablement



Infrastructure and Platform Services

Strategy, design, implementation, management and evolution of cloud, hybrid, storage, network, and software development platform services



Security Services

Strategy, design, implementation, management and evolution of enterprise security architecture, services and operations



IT Professional Services

Modern IT services management, governance, service desk, end-user services, IT strategy and road map for business enablement through digital transformation



Application Services

Development, implementation, managed support services, and enterprise data management for all health care applications



Market Services

Core health care systems implementation, performance optimization, and ongoing support including an EHR Center of Excellence

Optum Cloud | Advisory Services consulting | Automation frameworks | Global delivery centers

PARTNERSHIP OPTIONS

Market Performance Partnership

IT transformation and additional operating area transformation

IT Performance Partnership

Transforming IT through end-to-end services

IT Performance As-a-Service

Selected, consumable IT services to address pain points

Examples of Optum IT Performance Services results



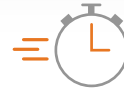
25%

improvement
in First Call
Resolution (FCR)



50%

reduction
in workday
testing time



30%

reduction in average
speed to answer for
Service Desk



77

project launch
in one year



25K+

hours of COVID-19-
related build

John Muir Health results reflect October 2019–September 2020.

Optum IT Performance Services — enabling partners with the technology, expertise, secure operations and economics to digitally transform health care for improved care outcomes and enhanced provider and patient experiences

CONTACT US TODAY to learn how Optum IT Performance Services can deliver better value and outcomes through close alignment to your business objectives.

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Email: inform@optum.com

Visit: optum.com



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