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.

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**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.

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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


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.

Phone: 1-866-223-4730
Email: inform@optum.com
Visit: optum.com

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