

# Professional Services

Implement your interoperability solutions quickly and effectively

## EHR and Ancillary System Migrations and Upgrades

With every enterprise application migration or upgrade, the interfaces to applications connected to that application must be evaluated for possible updates required to accommodate the changes. Our PS team can ease the burden of evaluating and updating interfaces during system migrations and upgrades, leveraging our combined decades of experience and intimate knowledge of product functionality that will expedite the process while ensuring accuracy.

## Staff Augmentation

When you need help covering a short-duration staffing shortage or a longer-term augmentation to your integration team, we can help. Whether your need is for first-response 24/7 engine monitoring and troubleshooting, ongoing integration project coverage, project management assistance, or general interoperability expertise, our experts are ready to assist in any capacity.

## Online Consulting Workshops

Learn how best practices can be implemented in your environment, using real examples from your planned or ongoing integration projects. Collaborate side-by-side with our product experts as we identify process and data gaps, architect solutions, train end-users, and assist with go-live events.

## Configuration Optimization Review

Review of engine configuration and performance for efficient design, adherence to best practices, scalable naming conventions, and underlying infrastructure performance.

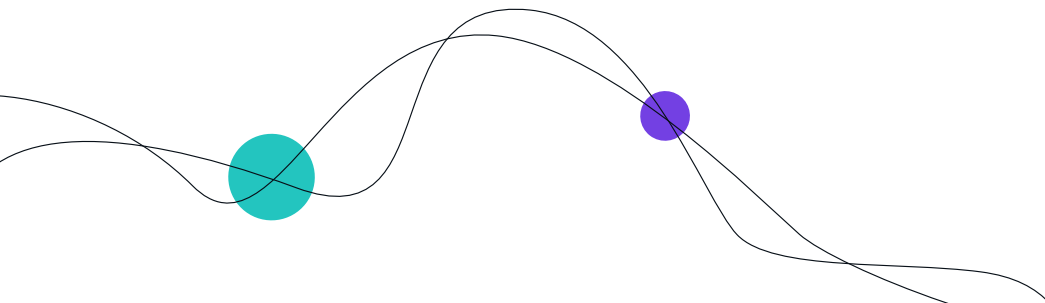
## System Resiliency and Disaster Recovery Planning

Mitigate risks that can't be avoided (and shouldn't be accepted!) by engaging our team to plan and implement High Availability and Disaster Recovery options into your environment.

## Engine Conversions and Consolidations

High-visibility projects of strategic importance, such as organizational mergers or acquisitions can be particularly stressful on operational teams. Often, the need to consolidate interfaces from a myriad of incumbent engines to a single interface engine environment has stringent project timelines, where accuracy is measured in terms of patient safety and cannot be compromised.

Our integration experts can partner with your team to conduct the planning, management, and technical execution of your engine consolidation efforts, ensuring that you are maximizing product functionality and leveraging consolidation best practices as you confidently navigate through periods of rapid change.



## Cloud Migration Services

Transitions are daunting and disruptive. With Rhapsody's assistance, migrating your organization's healthcare integrations to the cloud doesn't have to be. With Rhapsody cloud migration services, you'll get an interoperability partner who can help you navigate the path to the cloud and deliver ROI on your cloud migration investment quickly. You'll get trusted compliance, security, and business continuity out-of-the-box and access to a team of Rhapsody health solutions experts with vast experience migrating and managing interoperability solutions in the cloud.

## Subscription Services

Subscribe up-front to a recurring set of Professional Services hours to ensure proactive and flexible engagement. You can choose from an annual tier of discounted PS hours that can be used on any engagement. You'll work with a Customer Success Manager (CSM) who will manage the subscription and serve as your direct line to the Rhapsody Professional Services experts.

## Why Rhapsody Professional Services?

Our PS team members are among the foremost experts in the field of healthcare integration. We have a breadth of healthcare integration experience from a wide variety of perspectives, including solution architecture, technical implementation, training development and delivery, development workflow consulting, project management, and product development stakeholder activity.

We are always at the forefront of technical implementations and messaging standard evolution, and our experiences and insights directly contribute to the constantly evolving product capabilities and associated best practices that support them. Given our history within healthcare integration, coupled with the broad perspective of every vertical within the continuum of care, we are uniquely positioned to ensure you receive the best possible integration consultation experience.

## What Our Customers Say

**"I've had much more confidence in the conversion having your team so closely engaged and having a guiding/ steering hand in the process."**

—Director of Enterprise Integration at a client regional health system

**"Our Professional Services representative is incredibly helpful. Any time I have an issue or question, he either does it for me and then explains what he did, or he will go slowly and teach me so that I can do it on my own next time."**

—Manager at a client radiology practice

**"For everything to line up as well as it did was shocking. Over the holidays. Short notice. It was a huge lift by everyone, and Rhapsody definitely played a large role in that."**

—Software Engineer Manager

