



Information Technology Outsourcing

High levels of availability and performance are the standard for CareCentric's information technology outsourcing. Through our state-of-the-art data center, we offer a total package of services that allows you to run and build your business without worrying about your technology infrastructure.

24-Hour Monitoring

When it comes to application hosting and telecommunications infrastructure management, CareCentric ensures that your IT is up and running safely and securely.

Applications You Can Access from Anywhere

Centralized off-site hosting of applications and information allows managers to gain secure access to IT systems—to check on operations at any time, from anywhere, over the Internet.

Extended IT Resources

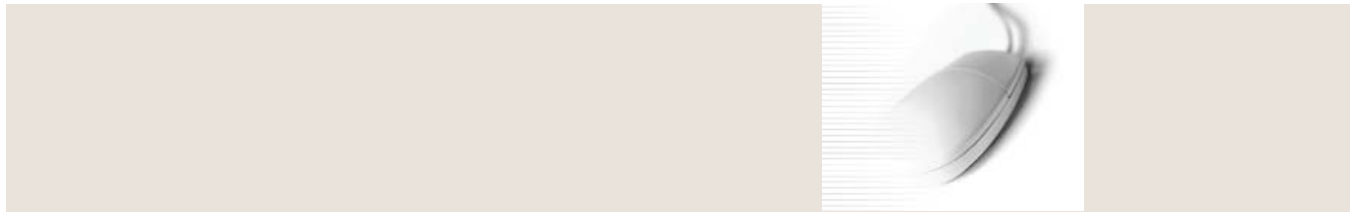
CareCentric takes responsibility for managing your centralized IT hardware and software environment. Our help desk provides expertise to assist callers with their specific technology issues, and our network specialists constantly monitor the health and performance of the platform.

More Technology Leverage for Less Money

When you outsource your mission-critical applications to CareCentric, you don't need to worry about purchasing technology infrastructure. We can establish and manage relationships with telecommunications vendors on your behalf, and pass on the savings.

Our IT outsourcing services include:

- Customer Support
 - › Calls related to network performance and availability supported within all levels of your organization
 - › Availability during extended hours
 - › Highest level of help desk and Level 2 support from trained and dedicated personnel
 - › Emergency issues responded to within one hour
 - › Customer training across the network
 - › User adds, changes and deletes
- Application Hosting
 - › Class-A data center complete with the highest quality systems for climate control, security, fire suppression and redundant power supply
 - › Dual backups with on-site and off-site rotations



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- › Adherence to HIPAA-mandated security procedures
- › Triple DES (data encryption standard) for transmitting files and data over the Internet
- › 24-hour capacity and load monitoring
- Telecommunications Infrastructure Management
 - › DSL, cable, frame and wireless connections with 24-hour monitoring
 - › Installation of VPN (virtual private network)
 - › Maintenance of all network operations components
 - › Periodic reviews of telecommunications services to ensure the best prices
- Operations Monitoring
 - › Network health and availability monitoring
 - › Data backups and restores