

SERVICES FOR EPIC ENVIRONMENTS

Streamline Operations with Epic Expertise

Tegria's certified team offers a full range of customized Epic support services for healthcare organizations, from enterprise managed services to individual resources.

- ✓ Enterprise Architecture
- ✓ End User Training + Support
- ✓ Integration Expertise
- ✓ Implementation Services
- ✓ Tier 1 Epic Help Desk Support
- ✓ Application Support
- ✓ Azure Cloud Deployment
- ✓ Advanced Reporting
- ✓ MyChart Patient Support
- ✓ Break/Fix, Maintenance, and Upgrades



Best-in-Class Solutions + Services



Improved First Call Resolution

Tegria's certified professionals quickly resolve break/fix incidents, manage maintenance and upgrade activities, and deploy new features for all Epic applications.



Customized Learning

Our credentialed trainers build your training environment, create and maintain training materials, and deliver classroom training for an in-person approach.



Seamless Interfacing

Our healthcare-focused team of experts implement and maintain seamless interfaces between Epic and other systems so your staff can focus on other priorities.



Actionable Insights

Our certified resources provide expert analytics and actionable insights using Epic reporting tools like Reporting Workbench, Radar, SlicerDicer, and Clarity.



Streamlined Technology

We oversee Epic-approved hardware, client-server, and databases, providing data migration, cloud backup, and disaster recovery solutions.



Enhanced Experiences

We provide a better experience for providers, staff, and patients with immediate, personalized support for your workflows.

Our Proactive Approach to Partnership

Our commitment begins with embracing your challenges, collecting data, and conducting thorough analyses to identify opportunities. We then craft tailored recommendations to guide you through implementation, optimization, and future growth.

You're Unique. So Are We.



Healthcare-Specific Expertise

Our consultants average over 20 years of healthcare IT experience, bringing unparalleled industry knowledge to every project.



Vendor-Rich Perspective

Our industry-leading experience spans a comprehensive range of systems to find your best fit.



End-to-End Solutions

Our end-to-end services combine technical acumen, project management, and application expertise.

Why Tegria?

With **1,500 healthcare-focused consultants** globally, we've helped **650+ clients** transform healthcare with market-leading solutions.

100% of Tegria's IT Planning + Assessment clients said they would use our services again

Rated 90+ in Client Satisfaction

- Application Hosting
- Clinical Optimization
- HIT Staffing
- Payer IT Consulting Services
- Revenue Cycle Optimization



I would recommend Tegria to anyone and would say that if they are looking for an implementation partner or a set of analysts that have Epic experience, they should consider Tegria because of the **quality of their people**. They are open-minded, experienced, and honest, and they know how to navigate from executive leaders down to bedside clinicians. They had the experience of **knowing how to navigate** the different areas and were not afraid to offer opinions or push back when we were not going in the right direction."

Director, May 2023,
HIT Staffing, KLASresearch.com



Microsoft

Tegria is a Microsoft Epic on Azure Preferred Partner