THE TECHNOLOGY HEADLINES

THE NEW WAVE OF IT INNOVATION

EVOLUTION OF CORE BANKING SYSTEMS

DEALING WITH TECHNOLOGY CHANGE

BENEFITS OF AN OMNI-CHANNEL EXPERIENCE

LEADING TOP 20 IT SERVICES

$15
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The need to adopt intelligent IT systems has made businesses experiment with new emerging technologies. Enterprises of tomorrow understand how markets have undergone a huge transformation. Leading technology vendors prefer a more innovative approach towards business processes. The traditional parameters of measuring IT excellence have slowly become non-existent. IT companies now face different kinds of challenges to sustain in an innovation-driven business environment. Industry experts have predicted the global IT services market to grow at a much faster rate in 2017.

The future IT companies are more likely to choose ITO service providers who are equipped with innovative technology and domain experts. In the modern technology environment, IT managers will have to make a significant contribution in the areas of application and infrastructure management. The potential of IT services such as managed services and ITO services can change the way enterprises operate and streamline their operations. ITO service providers also need to develop a team of project managers to implement new design changes and achieve cost efficiency. The rising need for mobile services has put the focus back on infrastructure investments and service delivery.

The age of digital transformation and mobile is a major factor driving businesses to look beyond traditional methods. The global tech market is opening up new opportunities for innovators and leading technology companies. The focus on enterprise operations has tilted towards the use of more agile techniques. With high-speed innovations being introduced in IT departments, a growing number of CIOs are looking to draw out strategies that can enable process, technology, and talent across the business continuum.

Entrants from the tech sector have taken the lead in building a new kind of market. And other industries are soon following the trend: Google has plans to invent driverless automobiles; startups from the Silicon Valley have come up with new improvements in the health insurance industry based on a mix of methods and tactics that revolves around disruption and in-house innovation.

Hardware and software providers are keen to address factors impacting IT adoption. Today technology companies regard user engagement as a top priority essential to create products that drive efficiency, improve communication, and help organizations move into better ways of doing business. This forward-looking approach to IT management can be a shot in the arm for a CIO.

Innovative IT delivery and operating models should be a part of how IT initiatives are positioned. The Technology Headlines in this issue has collaborated with some of the fastest growing IT companies to uncover their strategies for success. We are trying to help companies look at their IT ecosystem in entirely different ways. In this edition, we are featuring ‘Top 20 Leading IT Service Providers’ that are known to be trusted business partners and can offer exceptional service delivery to their customers at lower rates.

Learning from their technology investments, our mission is to present a unified view of the business strategies that matter most to a modern IT business.
EQHEALTH SOLUTIONS
THE "HIGH-TECH" AND "HIGH-TOUCH" HEALTHCARE IT PARTNER

EQHealth's technology and services are deployed primarily to address the critical challenges associated with healthcare IT.

Consistently delivering quality healthcare is more complicated than it appears. Ask any healthcare institution and they will tell you that technology has changed the face of care perhaps for the better, but not without a few hiccups. For the last 30 years, EQHealth Solutions has been a part of the changing landscape. With their history dating back to 1986, EQHealth is distinguished as an organization that has seen both the information technology (IT) and healthcare sectors evolve. With deep roots in clinical practice, EQHealth has been a leading force in healthcare information technology and healthcare service delivery innovation.

By leveraging their contacts within the healthcare industry in Louisiana, EQHealth, in their early years was successful in building a robust and efficient quality improvement organization. Their clinical expertise enabled EQHealth to understand the unique needs of organizations within the healthcare sector and develop services accordingly. Over the years, EQHealth extended their offering to include proprietary technology in addition to their services. Like their service offering, EQHealth's technology portfolio evolved also and in 1992, EQHealth's data analyst and biostatistics services were initiated along with the introduction of the first edition of their proprietary Peer Utilization Review software (PURs).

Fast forward to today, EQHealth's technology and services are deployed primarily to address the critical challenges associated with healthcare IT including connectivity and integration, clinical and business intelligence, population health management, care coordination and portal technology/mobile communications. Collectively these areas of IT form the foundation for a comprehensive medical management system, population health management technology and services, and provide the algorithms and data visualization tools to improve and enhance care, and enable patient engagement.

EQHealth's comprehensive portfolio is divided into two broad categories: EQSuite Technology and eQCare services. EQHealth's technology offering is a "high-tech", cloud-based platform providing end-to-end management of healthcare populations. For optimal functionality, flexibility and ease of implementation, EQSuite is divided into three sub-categories or modules.

First, EQHealth's Clinical Integration Framework connects disparate clinical systems within an organization, health system or clinical network to create a virtual integrated enterprise through which information is shared and patient information is combined to create a longitudinal record for the patients it serves.

Second, is the business intelligence and analytics technology module that focuses on data analysis to understand your patient population, identify risk factors (high-cost, high-risk members) and uses predictive analytics to target patients for needed clinical intervention, remediation and management. Further, the technology empowers end-users to do true, ad-hoc, real-time reporting and analysis on their data.

The third component of this technology offering is the population health management module which helps clients identify gaps in care, assess the cost of care by chronic condition or disease state and provides the platform for care coordination through evidence-based assessments and individualized plans of care.

"Our cloud-based, modular technology platform, provides ease in implementation for those seeking a complete population health technology or for those that currently have a population health system but are looking to enhance clinical integration, strengthen their business and clinical intelligence capabilities or those needing a more streamlined operational approach to population health management. This is a space where we are continuing to innovate and leverage our industry knowledge. Our capabilities in this market have allowed our clients to excel in population health management, reduce costs and improve the quality of care for the patients they serve," says Glen J. Golemi, President and CEO, EQHealth.

A core part of the organization's identity is the clinical services it offers which are marketed under the name eQCare Services. These services are comprised of two offerings - Medical Management Services and Population Health/Care Coordination. Beginning with Medical Management Services, this offering includes Utilization Review, Care Transitions, Complex Care Management and Chronic Condition Management services offered by EQHealth. Members enrolled in these programs are empowered to manage their own care which creates sustainable behavior change for effective self-care and condition management.

The second part of eQCare Services dubbed Population Health/Care Coordination is a "high-touch", face-to-face interdisciplinary approach to integrating health care and social support services. The philosophy behind their population health/care coordination program is a community-centric approach, employing care coordinators from within the communities where their clients and their patients live and work. This innovative, "high-touch" approach ensures that care coordinators understand the social and cultural environment of their patient populations enabling a more personalized and effective management approach. "These care coordinators are our frontline team and the largest users of our own technology," says Glen. By leveraging the combined potential of both eCare and EQSuite, today EQHealth serves over 10,000,000 patients across the country.

"EQHealth is poised to invest in technological advancements to grow their best-in-class population health management practice.

EQHealth's unique method of blending technological and clinical services to deliver a comprehensive population health solution puts the organization at an advantage thereby setting it aside from others that provide similar solutions. This coupled with the organization's understanding of diverse communities enables them to serve their equally diverse clientele which is comprised of federal and state governments, commercial, large and small entities. "We see what many different groups are doing and how they are thinking about the future of population health management; that gives us a broad view of industry trends and practices," elaborates Glen. This approach over the past three decades has earned EQHealth several accolades, the most notable among which are Utilization Review Accreditation Commission (URAC), Utilization Management Accreditation (1990), URAC, Disease Management Accreditation (2014), and HITRUST Certification (2016).

In the years to come, EQHealth is poised to fortify existing client partnerships, build new customer relationships and invest in technological advancements to maintain and grow their best-in-class population health management practice.