

THE CHANGING HEALTHCARE MARKET. HOW TO ADAPT AND SUCCEED.

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Your healthcare customers have many pain points in common. Asking them the deep-dive questions shared here will make it easier for you to help them grow in this market. Our hardware and cloud offerings combine to minimize their pains and maximize their businesses.

Pain Points:



Safety

The safety of staff/patients/visitors is the top priority for healthcare facilities.



Cost-efficiency

Healthcare typically has minimal IT staff, so it budgets less for IT needs than other vertical markets.



Compliance

True, cloud-computing capabilities must be deployed while meeting compliance regulations/maintaining data safety.



Processes

Customers can choose where they receive healthcare, which means providers are competing for patients. Inefficient processes can result in unsatisfied patients, frustrated staff, and reduced revenue for healthcare providers.



Sensitive data

Healthcare providers and their associates must treat personal-health information (PHI) and personal-identifiable information (PII) data with the utmost security. Sharing this data internally can pose significant security problems and is a fundamental requirement.

Discussion Starters:

Do you need check-in/checkout kiosks, or automated temperature scanning? Should data be stored and recorded, or discarded? Do you need to track users in the building?

Is your IT staff bogged down by other tasks and can't provide adequate support? Have you considered working with a third party to help deploy/support IT?

What IT projects are underway to ensure HIPAA compliance? Do you have data-encryption policies? Have your suppliers with signed BA's passed annual audits?

Can you help control expenses, to keep your cost of care competitive? Are there tasks you want to automate? Do you have the technology in place to manage and track equipment and suppliers?

Some healthcare-related businesses ignore mobile devices, believing they're unusable when secured with a HIPAA-compliant, MDM solution. If an employee loses a mobile device, what data-loss-prevention methods are in place? What's your EMR/EHR strategy?

Deeper-Dive Questions:

- Are security measures part of your cloud solution—to protect your brand/financials/proprietary data?
- How do you prevent PHI data from leaving your organization through email/other applications?
- Do you need IoT that can interact with your cloud applications to improve efficiency—and 4G LTE locations/backups?
- Do you have a wireless network in place?
- Is the coverage you need for mobile solutions in spec?
- How do you track your equipment and supplies as you provide services to remote customers?
- Does biometric access for your staff, rather than access cards, interest you?
- Do you need access control for sensitive locations?
- Do you have the right technology in place for the increased demand for telemedicine?
- How do you plan to change the ways you communicate with your staff and patients?

We offer many industry-leading options to address what's needed in healthcare, and here are just a few. To create the ideal solution that's specifically tailored to your customers, please contact ignitesales@scansource.com today.

Communications	Jabra	poly			
DaaS	EFFORTLESS	EVOLVE IP	Spectrum Navisite	RapidScale	Synoptek
MDM	CISCO	KORE	MetTel	Spectrum Navisite	EVOLVE IP
Mobility	AVTEQ	KORE	MetTel	thinaer	MDX
POS and Payments	elo	EPSON	ingenico	Pioneer	
Security	AXIS	BOSCH	EFFORTLESS	FLEXENTIAL	Hanwha
	MASERBY	milestone	Panasonic	PRO	VIGILANT
Telehealth	elo	Pioneer			
UCaaS	8x8	AVAYA	calltower	CISCO	EVOLVE IP
Wireless	aruba	CISCO	Extreme networks		INTERMEDIA
					Mitel
					west