



ePlus Corporate Healthcare Overview For Tele-Health

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November 12, 2015

Today's Agenda



- + ePlus Corporate Summary
- + Challenges in Healthcare
- + How we solve the challenges
- + ePlus capabilities
- + Tele-Health Overview
- + Discussion

Corporate Summary



PLUS
NASDAQ
LISTED

- + Founded in 1990, public since 1996
- + FY15 Revenues: \$1.14B
- + 2,800+ customers
- + 30+ locations throughout the United States
- + Corporate headquarters: Herndon, VA
- + 975+ employees
- + Unwavering commitment to customer satisfaction
- + Strong balance sheet & profitable



We Can Help You Do More.



Challenges in today healthcare environment

- Too many legacy systems
- “Baskin Robins” Data Centers
- Vendor driven platforms
- No Expertise in any given platforms
- Clients have real concern on where their data is being stored

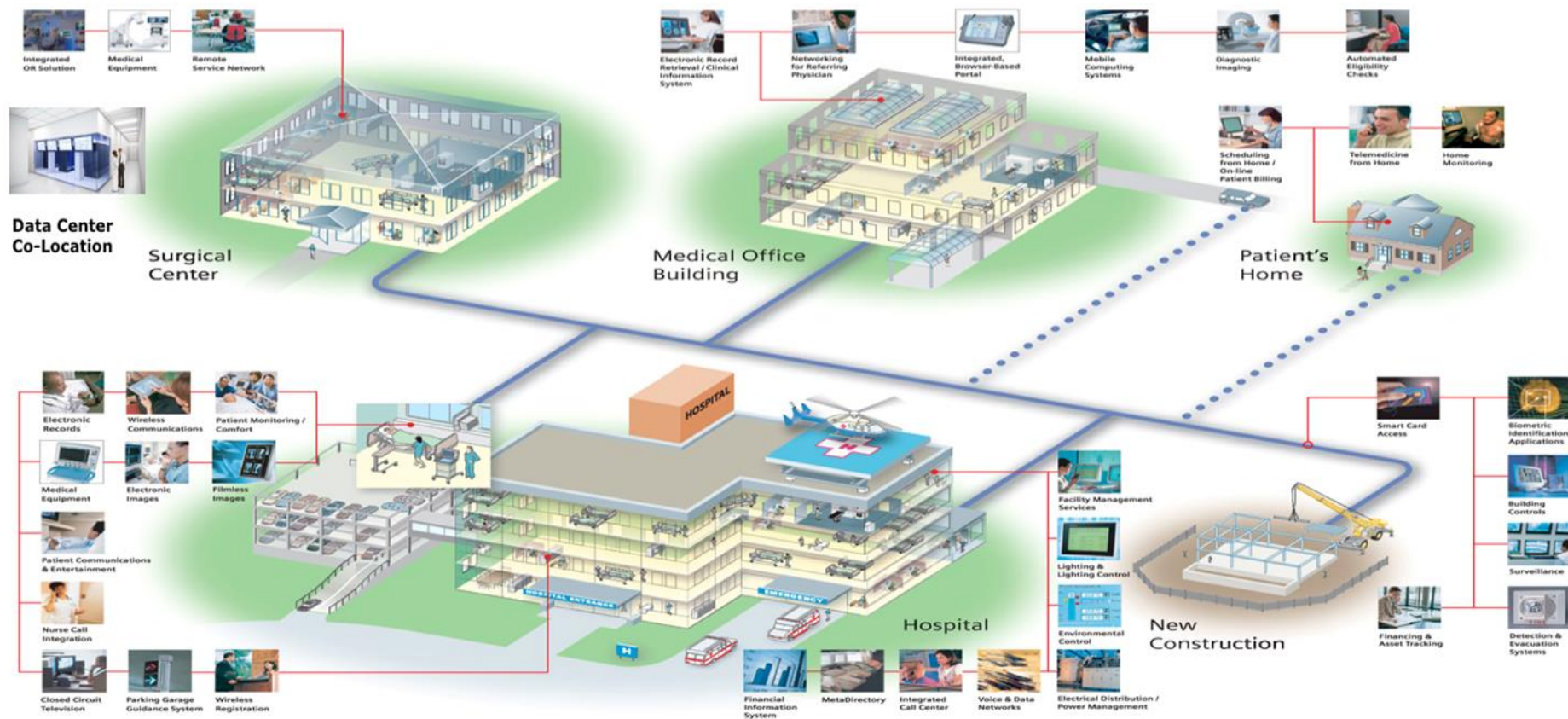
We Can Help You Do More.



How we solve these challenges:

- MEDITECH Certified
- Lead with assessments
- Determine strengths and weaknesses
 - Based on business requirements, skills, and platforms
- Provide choice and best practices
- Provide rapid implementation

Transforming the care ecosystem for better outcomes...



Our solutions are customized for your business goals...



IT STRATEGY

We approach every engagement with a deep understanding of your business to craft an IT roadmap that supports your vision.

PROFESSIONAL SERVICES

Our engineers are skilled at designing and building the best systems that work seamlessly with your IT footprint.



FINANCING

We help you find flexible and tailored ways to finance your technology needs that fit your business cycles.

MANAGED SERVICES

Once your project is built, we provide support and maintenance—so you can focus on advancing your business.

Portfolio built to handle the challenge...



Cloud

- + Private
- + Hybrid
- + Public
- + Cloud Networking
- + Disaster Recovery as Service
- + Data Repository

Collaboration

- + Unified Communications
- + Premise and Cloud Based Video
- + Web Collaboration



Infrastructure

- + Mobility and Wireless
 - + Networking
 - + Client Devices
- + Peripherals and Accessories

Data Center

- + Automation and Orchestration
- + Virtualization
- + Compute
- + Storage

Security / Compliance

- + Perimeter
 - Next-Generation Firewall
 - Identity and Access Mgmt.
- + Data
 - Encryption / Data Loss Prevention
 - Security Event and Incident Management

Leveraging technology to drive real outcomes...



Cloud

- + HIE
- + Patient Portal
- + ACO
- + Branding and Marketing
- + Affiliations
- + Clinical Patient Record - EHR

Collaboration

- + Patient Experience
- + Physician Satisfaction
- + Tele-Health
- + Tele-Video
- + Physician Mobility



Infrastructure

- + 9, 9's uptime
- + Accessibility
- + Clinical Devices
- + PACS / VNA

Data Center

- + EMR
- + Clinical Applications
- + Revenue Cycle
- + Productivity

Security / Compliance

- + HIPAA
- + Risk Policy and procedures
- + MU, ICD10, HL7
- + PHI / data
- + Trust Policy



IoE Healthcare

September 2015



Universal Themes in Healthcare



The Internet of Everything in Healthcare (IoE)

Networked Connection of People, Process, Data, Things

People

Connecting Clinicians,
Staff and Patients in
More Relevant,
Valuable Ways



Process

Delivering the Right Information
to the Right Person (or Machine)
at the Right Time



Data

Leveraging Data into
More Useful Information
for Improving Patient
Outcomes



Things

Medical Devices and Objects
Connected to the Internet and
Each Other for Intelligent
Decision Making



IoE

Day in the life of a Patient - Concept

Home / Extended Care

- Video Collaboration
- Secure Messaging
- Appointment Scheduling



Contact Center

- EMR Integration



Context Aware Mobility

- Track Wellness
- Health Q/A
- Hospital Services/Maps
- Patient Portal



Health Services Kiosk

- Check-In
- Way finding
- Remote Expert



Virtual Patient Observation

- Audio/Video Monitoring
- Vital Signs Monitoring



Connected Patient Experience

- Video Collaboration
- Interactive Applications
- Live Streaming Video



Enhanced Business Outcomes

Improved
Patient
Satisfaction

Optimized Care
Coordination
and
Collaboration

Decreased
Unnecessary ER
Readmissions

Bending the Cost
Curve, while
Improving
Patient Care

Healthcare IoE Solutions and Services Portfolio



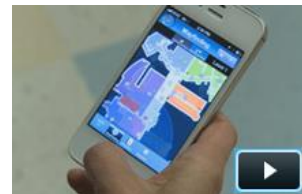
Healthcare Intelligent Contact Center

- Omni Channel Experience
- EMR Integration
- CRM precision call routing



Extended Care

- Patient Engagement Platform
- Virtual Care Room
- EMR Integration



Context Aware Solutions for Healthcare

- Asset Management
- Operational Efficiency
- Hospital Services/Maps



Virtual Assistance

- Check-In
- Way Find
- Remote Expert
- Enrich Patient Experience



EnergyWise

- See-Measure-Manage
- Energy Management
- Carbon Reduction



Care at a Distance

- Video for Healthcare
- Telemetry, Workflow
- Immersive Experience



Virtual Patient Observation

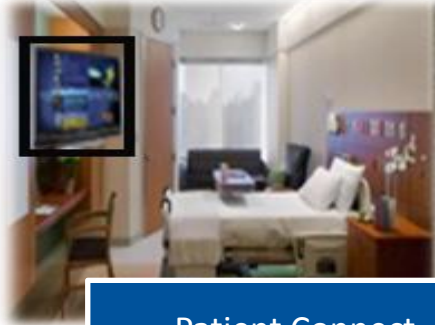
- Virtual Sitter
- Video Monitoring
- Vital Signs Monitoring



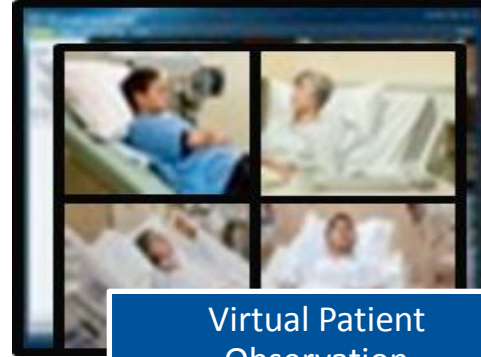
Connected Patient Experience

- Smart Room of future
- Interactive Applications
- Live Streaming Video

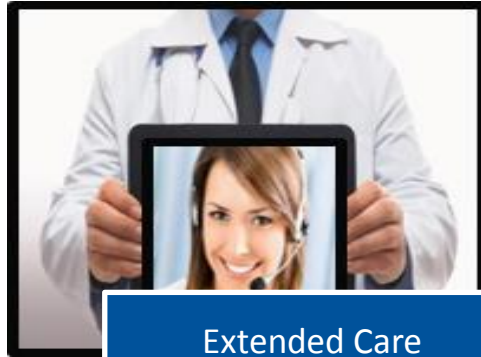
Connected Health Solutions



Patient Connect



Virtual Patient
Observation



Extended Care



Intelligent Contact Center

Solution & Use Cases Overview

Mobility & Security



Connected Patient



Virtual Patient Observation



Extended Care



Business Outcome

Secure access the resources clinicians need at the point of care

Key Capabilities

- Caregiver Enablement
 - Access to care information anywhere on any device (hospital-owned or personal)
 - Role-based secure access for mobile devices

Solution BOM

- Cisco WLAN Controller/APs
- Identity Services Engine
- MDM Integration
- PRIME management
- Mobility Services Engine
- Services for Connected Health
- Mobility Services Platform
- Cisco Integration Platform

Improved and differentiated patient experience

Patient Education and Entertainment

- Kiosk/signage in public areas for maps and information
- Health education on devices in exam rooms
- In-room entertainment

Increased efficiency and productivity

Remote Observation of Patients

- Virtually observe multiple patients from a central location

New care delivery models and greater patient engagement

Remote Patient Visits and Engagement

- Provide quality care to remote patients
- Access broader network of specialists
- Monitor patient wellness at home

- Cisco CUCM and VSOM,
- VSOM Software and partners
- Video phones
- Cisco IP Cameras & Encoder
- Observation Camera
- Services for Connected Health

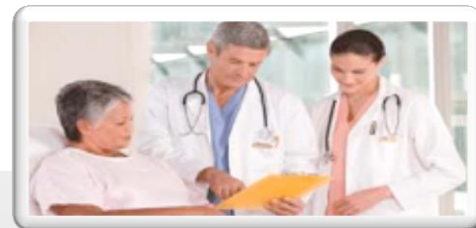
- Cisco CUCM
- Cisco CHP/ExC, Software & partners
- Video phones, IP cameras and encoder
- 3rd party medical devices
- Services for Connected Health



Cisco Extended Care Driving Health and Wellness

Cisco Extended Care

Market Drivers and Trends for Home Consults



Key Drivers

- ACA: Patient-Centered Care
- New Care Models: ACO, PCMH
- Readmissions and MU Penalties
- Cost of care delivery
- Continuity of Care
- Driving Wellness
- Opportunity to Share Savings

Quality Measures

- ✓ Increased focus on Quality metrics and outcomes
- ✓ 4 Domains
 - Patient/Caregiver Experience
 - Care Coordination
 - Patient Safety
 - Managing “at-risk” patient populations

Extended Care Patient Engagement Solution

Personalized Collaboration for Healthcare at a Distance



Workflow
Tools

Video Endpoint
Flexibility

Healthcare IT
Integrations

IT Infrastructure

Patient Engagement Platform

- Interactive video collaboration tool between patient and remote care-team
- EMR interoperability, scheduling, readings, clinical workflow
- Virtual waiting room

CUCM + Extended
Care



IP Video, Phones, Cameras, Encoders

Video Products



Strategy workshop services

Planning and Implementation
Services

Software and Solution
Support Services

Advanced Services



EMR

Technology Partners

Cisco Extended Care Use Cases

Enhancing the Patient Experience

Patient Engagement
and Wellness



Care Collaboration
and Coordination



Virtual Care Delivery
Models



Business Process
Optimization



Population Health Management

Extended Care Patient Engagement Portal and Middleware



Connect

Patient & Care Team

Extended Care Packaged Solution



Connect through Third-Party Solutions

Extended Care Capabilities
Embedded in Clinical Applications
(EMR's, etc)



Use Your Own

Portal, Look, and Feel

Embed Extended Care Assets
inside Existing Applications



Extended Care Middleware
Integration Platform



IT Infrastructure
(Collaboration, Core, Security)



Extended Care Patient Engagement Portal and Middleware



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Extended Care Packaged Solution



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Consultation Workflow example

e⁺



Patient's View

1

Quick Connect

Contact My Provider
Reason for consultation :

[Fill out questionnaire >](#)

Get in Touch

Note:
If this is an emergency, hang up and call the local emergency number.
Hours of Operations : (Configure hours of operation. Example Mon-Fri 9a-5p CST)

Patient types in reason for consult and clicks “Get in Touch” to initiate an adhoc consult.

2

Consultation Questionnaire

Please answer these questions

In the past 4 weeks, how much of the time did your asthma keep you from getting so much done at work, school or at home?

- ☐ All of the time
- ☐ Most of the time
- ☐ Some of the time
- ☐ A little of the time
- ☐ None of the time

During the past 4 weeks, how often have you had shortness of breath?

- ☐ More than once a day
- ☐ Once a day
- ☐ 3 to 5 times a week
- ☐ Once or twice a week
- ☐ Not at all

During the past 4 weeks, how often did your asthma symptoms (wheezing, coughing, shortness of breath, chest tightness or pain) wake you up at night or earlier than usual in the morning?

- ☐ 4 or more nights a week

Cancel **Next**

Patient is prompted to complete the online questionnaire (optional and customizable).

3

Virtual Waiting Room

Station
Waiting

Virtual Waiting Room
Video Feed

Consultation Questionnaire
[Fill out questionnaire >](#)

Consult request goes to provider appointment queue; patient enters the virtual waiting room



Care team's View

Cisco Extended Care

Consultation Workflow example

e^+

7



Patient's View



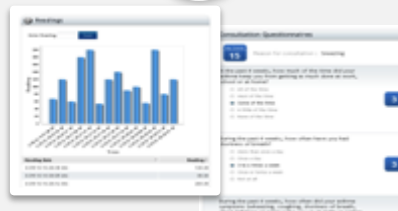
Patient answers the incoming call and sees the provider.

4



Provider selects the appointment from the queue based on their triaging protocol.

5



Provider reviews the patient's data, then clicks "Join" to start the video consult.

6



The video call is established between the provider and patient with no manual dialing.



Care team's View

Recent Awards

Cisco Partner Summit 2015

- + Americas – Partner of the Year: US
- + US Nationals – Enterprise Partner of the Year
- + US Public Sector – SLED Education Partner of the Year
- + US Public Sector – SLED Service Partner of the Year
- + US East – Architectural Excellence – Data Center
- + US East – SLED Partner of the Year

EMC Breakthrough Partner of the Year

CRN's 2015 Solution Provider 500 List (#32)

CRN's 2015 List of Tech Elite 250

CRN's 2015 Managed Service Provider 500 List, MSP Elite 150

NetApp 2014 National FlexPod Partner of the Year

Cisco Excellence in Customer Satisfaction

Cisco 2014 Advanced Collaboration Partner of the Year

HP 2014 Top Growth Storage Partner Award

Completes Type 2 SSAE 16 Examination for Managed Services Center and OneSource Family of Software Products

VMware Partner Exchange 2013 – Global Public Sector Partner of the Year Award

NetApp SLED VAR Partner of the Year, U.S. Public Sector FY13



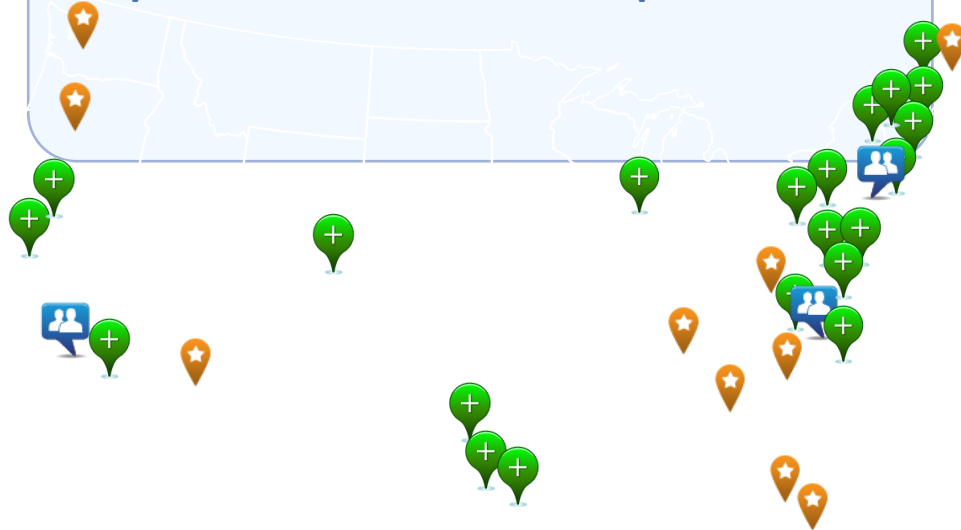
Technology Partners



National Footprint and Capabilities



We have regional offices, local sales presence, and national capabilities.



+ = Regional Offices

★ = Sales Offices

👥 = Managed Services Centers

30+ office locations

National Virtual Labs and
Demonstration Centers:

+ Raleigh, NC (RTP)
+ Milpitas, CA

Managed Services Centers:

+ Raleigh, NC (RTP)
+ Philadelphia, PA
+ Irvine, CA

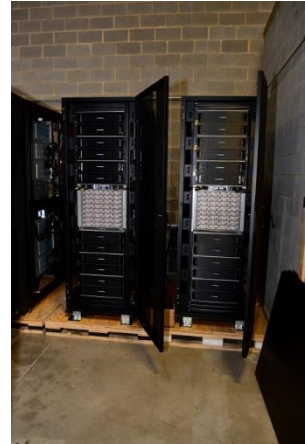
300+ technical and services resources
with highest certifications from top IT
manufacturers

Staging and Integration Centers



A Plug and Play Solution
“MEDSTACK”
On premises
Co-Location
Private Hybrid Cloud

Cloud computing services
Infrastructure as a Service (IaaS)
Software as a Service (SaaS)
Platform as a Service (PaaS)



What More Means to ePlus



More depth...

to implement tomorrow's technologies

More breadth...

to devise strategic IT roadmaps

More perspective...

to create customized solutions



Where Technology Means More™

Thank You.

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