



3M™ Implementation and Technical Services

Make the most of your 3M solutions

The 3M Implementation Services team can help you make a smooth transition and become as productive as possible, as quickly as possible.

We partner with you to implement, configure or convert your new 3M applications to swiftly leverage your investment.

The 3M Client Services team offers a high degree of expertise in our solutions. They work with you to help increase the efficiency of all your 3M solutions while also minimising the impact on your current operations.

- Improve how efficiently you and your organisation use and maintain your 3M applications
- Increase your depth and breadth of knowledge about 3M applications across your organisation
- Leverage your investment in 3M solutions

Help when you need it

3M Health Information Systems offers implementation and training services that can help clients decrease the demand on their own hospital IT departments and also bring the clinical staff up to speed more quickly on the 3M applications. The sooner your users understand the new features and functionality within the 3M products, the sooner your organisation can realise the benefits.

Product assessment

3M provides the specialised knowledge needed to operate the 3M applications in your organisation's individual environment. The product assessment helps mitigate your challenges in the Health Information Management department by examining the technical and application integrity of your 3M solution. Our team of experts works in tandem with your organisation to achieve optimal performance in industry and Health Information Management business practices. The goal is to maximise the operating capacity of your 3M applications through a comprehensive analysis of your processes with your chosen solution. Deliverables include comprehensive visit reporting, gap analysis of both the technical and application environment, and an improvement plan that:

- Evaluates your workflow
- Provides onsite presence of 3M Health Information Systems technical and application experts

Application training and education

3M trains your staff members on the effective use of your selected products and system administration. This training is available as part of your initial implementation or as a refresher course. The advanced application training services are customised to your distinctive needs with the goal of expediting user acceptance and maximising usage and adoption of your chosen solution. 3M understands educational needs vary, so our experts provide training focused on what can assist your individual users with applications in the **3M document management, dictation and transcription** product suites.



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You can choose “one-on-one” training, a group setting, or even web-based training to:

- Review how you can best manage your application users
- Advance skills with expert training
- Increase application usage
- Promote efficient and effective use of the 3M applications
- TAP Gold Training partner

Equipment replacement services

The equipment replacement services focus on the successful evaluation, selection, and implementation of required equipment. This service can help optimise your new 3M-designated servers and interfaces, minimise the impact to your HIM operations, and maximise the efficiency of the replacement process.

Equipment replacement services can also assist you in implementing industry best practices (e.g. replacing server equipment every five years) within the 3M application environment.

Technology

The 3M technical services team works with your IT department to review and report on your hardware, networks, operating systems, and overall infrastructure in your environment. With guidance from 3M, you can plan for and realise optimal performance of your 3M applications. The technical assessment includes a technology review, test system creation, and a network infrastructure review and analysis. The results provide:

- A clear understanding of your data flow from a technical and application perspective
- The necessary tools and knowledge to support the 3M environment
- A gap analysis of the technical environment and potential areas for improvement
- An assessment of current server platform utilisation along with related recommendations
- An established 3M test environment to facilitate both functional and integrated testing across related solutions
- Information that can serve as a reference guide for the 3M environment and future projects

Onsite administrative training

3M training services provide your system administrators with the knowledge needed to increase your efficiency and use of the 3M dictation and transcription, document management solutions. The training programs can help you understand:

- Your installation process and databases
- How your solutions work
- Application maintenance
- How the Microsoft® SQL Server software works with your applications
- What is required to update your systems
- How to use the HIPAA audit service
- Best practices in maintaining and supporting your 3M solutions
- Disaster recovery planning

Call today

For more information on how 3M solutions can assist your organisation, contact your 3M sales representative, call our freephone number **0800 626 578**, or visit us online at www.3M.co.uk/EDMS



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