

# IT FY19 By the Numbers

## Data Center Migration


Migrated **395** production apps

Migrated **1,600+** hardware (VMs, servers, non-server physical hardware)

Decommissioned **260+** hardware

Exceeded production impact goal by **2.2%**

Saved **\$18.3M** consulting costs




## Epic Implementation Journey

Received input from **500+** clinical and operational workforce members and **3** patient families

Certified **80+** people to build Epic

Created **250+** workflows



Blocked **85%** of inbound emails as malicious



## FutureFlow Rx

Contributed to projects totalling nearly **\$6M** in marginal revenue capture

Predicts census within **2.1%**

Reduced rate of missed opportunities by **28%**



Installed **400** smart TVs and GetWellNetwork

Implemented **415** iPads for patient families



Piloted Alexa™ flu vaccine skill, resulting in:

**2,306** user enablements

**781** customers

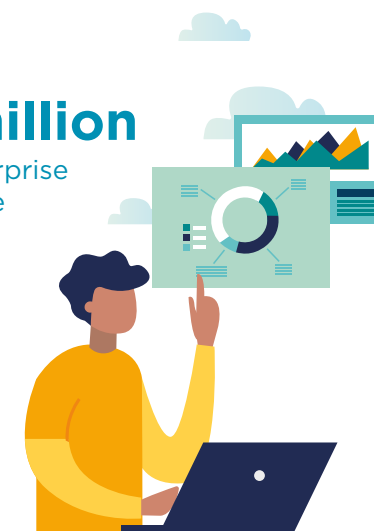
**3,750** utterances

**1,001** sessions



Supported **101 million** queries of enterprise data warehouse

Increased usage by **40%** since **2016**



Increased **Net Promoter Score** customer satisfaction rate by **16 points**, from 17 to 33



Implemented Access E-forms **600+** digitized forms

**6** different languages



**99.78%**

Uptime for core applications

Cerner (CIS), Click, Epic, Lawson, PACS

Production Support

Decreased turn-around time for priority 1 and 2 incidents by **31%**

Cerner (CIS) Service Delivery

Decreased open requests older than 30 days by **155%**

**75,000** Service Desk calls received

Answered **71%** within 30 seconds

Resolved **81%** in first call

