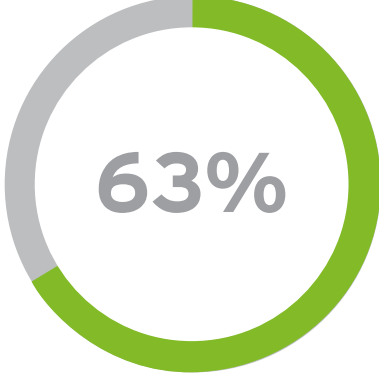


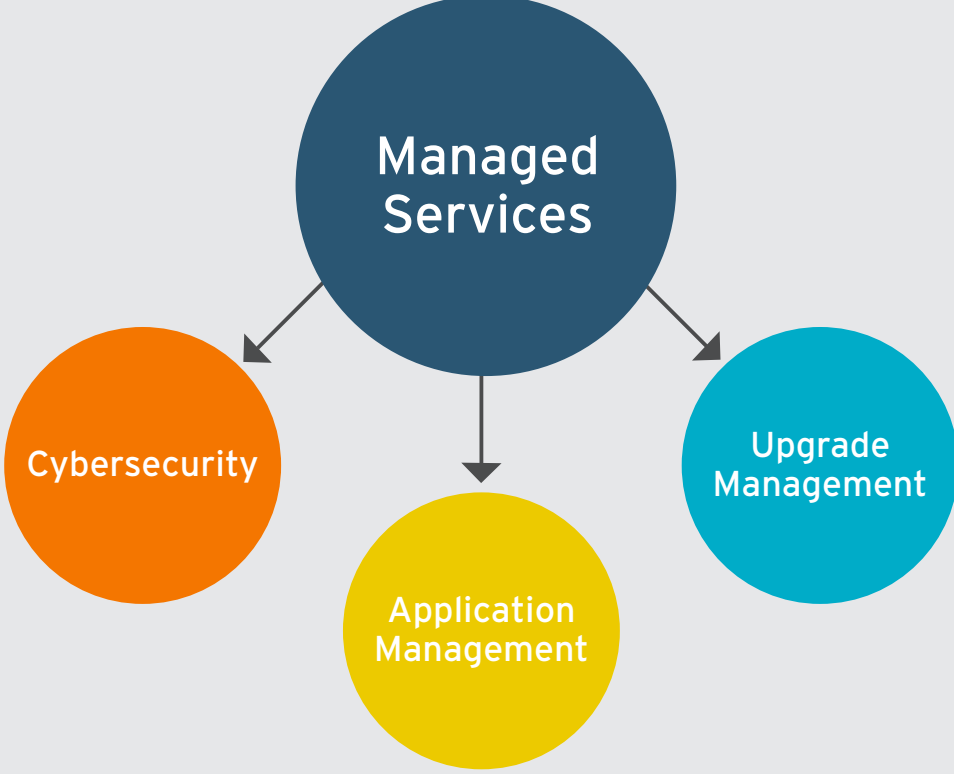
IT Managed Services

Results from an online survey of CHIME (College of Healthcare Information Management Executives) member CIOs on how they view managed services for health IT in 2024.



63% of CIOs surveyed report the use of managed services is a key component of their overall IT strategy.

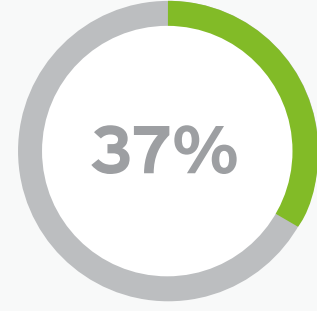
Top 3 IT Managed Services used by healthcare providers:



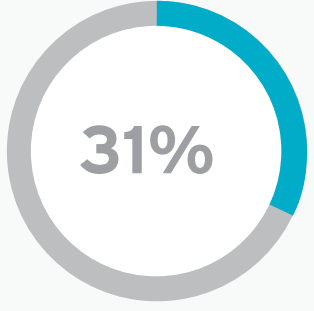
97%

of CIOs surveyed report having a managed services provider with healthcare experience is important

How do organizations approach budget allocation for IT services?



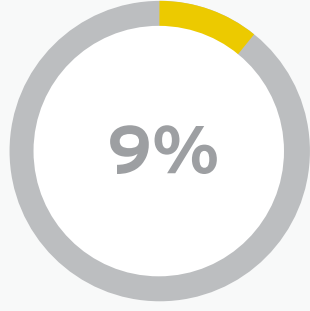
Balance cost efficiency with strategic investments



Invest in IT to drive strategic initiatives and innovation



Focus on minimizing costs and maintaining essential services



IT budget allocation is ad hoc and varies yearly

Top reasons for using managed services

35% access to specialized expertise

24% scalability and flexibility

Top reasons for not using managed services

26% prefer to keep in-house control

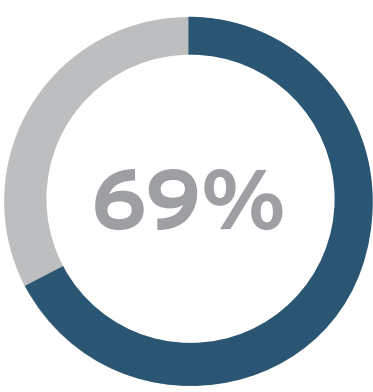
20% cost concerns



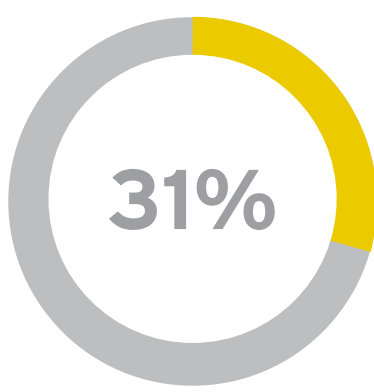
80%

of CIOs expect to maintain or expand their use of managed services in the next 2-3 years.

How integral is IT to the organization's overall strategic goals?



IT is crucial and aligned to strategic goals.



IT is aligned minimally, or not at all, to strategic goals.



The use of managed services as a strategic component of a healthcare provider's IT strategy continues to grow. Most CIOs look for access to specialized technical talent and want to scale IT operations while improving service quality.

Nordic's managed services are exclusive to the healthcare industry. Our tailored approaches help advance patient care and enable organizations to address critical clinical and operational challenges, including:

- Solving for skill gaps
- Ensuring EHR integrity with regular updates and maintenance
- Improving resiliency with cybersecurity and infrastructure solutions
- Supporting the care team through service desk and application management

Connect with us at NordicGlobal.com/Contact to discover how healthcare-focused managed services can benefit your organization.