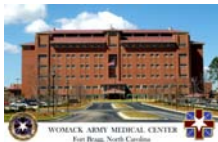




CASE STUDY

Womack Army Medical Center



"When you think of hospitals, you don't necessarily think of information technology. However, IT services, such as help desk, network operations, administrative support, software, and Web development, are critical to our ability to provide the best possible services to our customers. CIBER has proven its skill in delivering these services effectively and efficiently and we're happy to have them on board."

Donald Brooks
Deputy Chief
Information Management Division

Organization Profile Womack Army Medical Center (WAMC), Fort Bragg, N.C.

On a 163-acre campus in Fort Bragg, N.C., WAMC serves 180,000 military beneficiaries, the largest beneficiary population in the U.S. Army. Named for N.C. native PFC Bryant H. Womack, who was posthumously awarded the Medal of Honor for his action as a combat medic in Korea, the main facility has 3 connecting buildings totaling 1 million square feet. WAMC specializes in cardiology, hematology-oncology, and pulmonology. WAMC also runs 27 other medical clinics in Fort Bragg.

Solution Profile
IT Outsourcing Services
Infrastructure, help desk, application and Web development, systems analysis, telecommunications support, training, and project management

Environment
Database: MS SQL Server, Oracle
Hardware: Server-Based Clusters, Storage Area Network, Virtual Servers
Operating System: J2EE, Unix, Linux, Windows

www.wamc.amedd.army.mil

SUMMARY: Womack Army Medical Center Turns to CIBER for IT Infrastructure Support

Advances in information technology systems affect any organization that relies on computers for at least a portion of business operations. Medical facilities are no exception.

Womack Army Medical Center (WAMC) was struggling to find IT specialists with the range of skills needed to maintain its IT systems. One of the largest military medical facilities in the nation, WAMC needed to increase its IT staff to support its growth and investment in new technologies and to manage its applications, servers, and telecommunications networks.

WAMC turned to CIBER for assistance and was able to achieve many of its goals

CHALLENGE: Technology Changes Require Skill Set Changes

To keep up with its rapid growth, WAMC needed to quickly find and hire IT specialists with expertise in application development and support, network administration, wireless and router administration, and telecommunications support.

This required Womack to focus more time and attention on its IT needs than it wanted. This, in turn, took time and attention away from Womack's patients, faculty, and staff, and hampered the facility's ability to provide quality medical care and services to active and retired military personnel.

SOLUTION: CIBER Team Delivers Skills, Services, and Solutions

WAMC solicited bids from numerous vendors, and selected CIBER for the 5 year, \$13 million IT outsourcing contract.

“CIBER has done a great deal of work for the U.S. Army Reserve, so we’re familiar with their quality of work,” said Donald Brooks, Deputy Chief of the Information Management Division (IMD). “We value CIBER’s reasonable costs, commitment to employee education to keep skills up-to-date, flexibility, and responsiveness. What is most important, however, is CIBER’s partnership approach – CIBER is diligent about working closely with us to ensure we meet our objectives. They measure their objectives by how we meet ours – it’s truly a collaboration.”

CIBER provides 33% of WAMC’s IT staff to support numerous initiatives, such as:

- Systems analysis
- Custom application development and management
- Automated systems technical support (e.g., help desk and key control)
- Telecommunications support (e.g., installing, terminating, testing, and cabling telephone, voicemail, pagers, and VOIP)
- Network management engineering (e.g., wireless, router, & server administration)
- Training support

BENEFITS: CIBER Helps WAMC Meet Its IT Objectives

By engaging CIBER to help with its IT needs, WAMC has been able to again concentrate on its core mission of delivering high quality medical services to active duty and retired military personnel.

CIBER’s on site team has helped WAMC complete numerous IT projects that improve efficiency, reduce costs, and help employees spend less time on routine tasks. In just the last year, these projects have delivered significant benefits, such as the following:

- CIBER helped WAMC process more than 30,000 work orders and minimize staff down-time by completing 90% of work orders the same day.
- CIBER helped WAMC optimize an online work order system, so WAMC employees can submit IT work orders online, and IT

staff can prioritize submitted work orders and delegate them to the appropriate resources. These improvements have decreased wait times for customers and have allowed more technicians to provide desk-side assistance.

- CIBER helped WAMC develop an efficient software patch delivery system, which has simplified patch delivery and increased security compliance. Patches can be quickly delivered to more than 3,800 workstations and laptops; 100 servers; 1,900 peripheral devices; 1,800 pagers; and 300 cell phones and Blackberry devices. WAMC’s compliance rates are now at 95%, well above Dept. of the Army (DA) and North Atlantic Regional Medical Center (NARMC) requirements of 80% and 90%, respectively.
- CIBER helped WAMC deploy a customized, automated inpatient electronic record system, called Essentris, which improves medical documentation, accuracy, and patient safety through all of WAMC’s facilities.
- CIBER helped develop and deploy an electronic bulletin board, which improves access to information and adds functionality for non-official activities (e.g., selling a car or publicizing a charity event).
- CIBER helped develop and deploy a case management information system, which allows case managers to track the status of patients receiving care outside of WAMC.
- CIBER helped WAMC deploy more than 300 tablet devices to give providers mobile access to the system while at home or on temporary duty (TDY).
- CIBER helped develop and deploy the Wounded Warrior Transition Battalion, which provides online access to medical care for wounded soldiers and their families. This program includes a one-stop on-site help desk to support soldiers and their families with IT issues.
- CIBER helped WAMC deploy video teleconferencing equipment and services so families (such as new mothers who are stateside and their husbands who are deployed) can more easily communicate. This improves family morale and helps support the mission abroad.
- CIBER helped replace 3,800 access badges to ensure compliance with Joint Commission standards, and provided technical support for the new system.

Learn More

To learn more about CIBER’s IT infrastructure outsourcing and application development and management services, call us at **800-242-3799** or visit www.ciber.com.

About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is a pure-play international system integration consultancy with superior value-priced services for both private and government sector clients. CIBER’s global delivery services are offered on a project or strategic staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., the company now serves client businesses from over 60 U.S. offices, 20 European offices and four offices in Asia. Operating in 18 countries, with 8,000 employees and annual revenue of approximately \$1 billion, CIBER and its IT specialists continuously build and upgrade clients’ systems to “competitive advantage status.” CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index.

The logo for CIBER, Inc. features the word "ciber" in a lowercase, bold, sans-serif font. The letters "c", "i", and "e" are in a dark blue color, while the letters "b", "e", and "r" are in a lighter blue color. A registered trademark symbol (®) is positioned to the upper right of the word.

5251 DTC Parkway Suite 1400
Greenwood Village, CO 80111
800.242.3799

© 2008 CIBER, Inc. All Rights Reserved.