

CUSTOMER PROFILE

HEALTHCARE – MANAGED SERVICES

LAWSON AT UNIONTOWN HOSPITAL



Lawson Total Care Platinum Remote Hosting Takes Care of Uniontown Hospital

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**Tricia Herman, Director of Information Technology,
Uniontown Hospital**



Uniontown Hospital

For more than a century, Uniontown Hospital in Uniontown, Pennsylvania has been a vibrant, vital and growing institution. Its stability is a source of both comfort and pride to the people in the region, who benefit from the full range of medical care the hospital provides. A 224-bed facility, Uniontown Hospital features more than 200 medical staff representing more than 30 medical specialties. The community hospital employs approximately 1,500 people, and handles 10,000 admissions and 200,000 outpatients annually.

Uniontown Hospital believes that technology is the best investment to drive organizational excellence. Therefore, upholding leading-edge technology and integrated solutions for both its business and clinical operations is the organization's ultimate goal.

Uniontown and Lawson

A Lawson client since 2003, Uniontown Hospital runs Lawson S3 Enterprise Financial Management, Human Capital Management, Supply Chain Management and Enterprise Performance Management Suites.

Uniontown Hospital's upgrade to Lawson 9 technology and applications required updated hardware. After researching IT options for six months, Uniontown Hospital chose Lawson Total Care Platinum to manage their Lawson applications, including infrastructure, according to Tricia Herman, Director of Information Technology, Uniontown Hospital.

Lawson Total Care Platinum

Lawson Total Care Platinum is an extension of Lawson Total Care, a tiered maintenance and support service that provides a complete enterprise software package — from software through support and delivery, including full hosting and application management services.

The service is specifically tailored to organizations that:

- Desire a complete relationship with Lawson, backed by industry-leading, contractual service level agreement commitments, through the lifecycle of your applications
- Have IT support financial and human capital constraints
- Value accountability and answers from one source

Lawson Total Care Platinum includes deliverables such as patch and upgrade management, 24 x 7 critical incident support, modifications, upgrades, administration of software installations, database administration and system maintenance. Participants also benefit from remotely hosted applications — all for a single, modest monthly fee.

By leveraging optimized infrastructure, application management and support resources to lower total cost of ownership, Lawson Total Care Platinum frees participants' time to focus valuable IT resources on other strategic projects.



Why Remote Hosting?

Uniontown Hospital had been receiving remote hosting services from other companies for many years. “We know that IT systems can be complex and require very strong technical resources. Remote hosting is a cost-productive solution because it provides us with financial predictability,” says Herman.

Lawson Total Care Platinum includes deliverables such as patch and update management, critical incident support around the clock, plus the added benefit of remotely hosted applications — all for a single, modest monthly fee.

According to Herman, the peace of mind Total Care Platinum delivers is priceless. “Experts manage our systems and guarantee system uptime, which helps to ensure business continuity. In addition, Lawson performs our backups, which is especially comforting from a disaster recovery perspective.”

The Right Choice

Lawson Total Care Platinum aligns with the aggressive IT strategy initiatives at Uniontown Hospital. With the services the program provides, the organization was able to get up and running on the latest Lawson products, so they could benefit from Lawson more quickly. Remote hosting also allows Uniontown Hospital to focus on the increased functionality they get from Lawson System Foundation 9.0 and its accompanying applications.

“Lawson Total Care Platinum is right for us, and it gives us the comfort to know that a specialized team at Lawson is monitoring and maintaining our systems. Most importantly, Lawson Total Care Platinum allows our staff to concentrate on what is most important to us — our customers,” says Herman.

For more information about Lawson Total Care, contact your Lawson Account Executive or visit www.lawson.com.



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