

CASE STUDY

Continuous Managed Services Delivery Excellence for Baptist Health

Challenge

Baptist Health in Central Alabama faced growing frustrations with their previous managed services provider for their Oracle Health (formerly Cerner) Electronic Health Record (EHR).

The organization experienced:

- A large backlog of unresolved tickets and slow response times
- Minimal performance of routine maintenance tasks, leading to recurring issues
- Missed Service Level Agreements (SLAs) that potentially disrupted clinical and business operations
- Inconsistent Oracle Health resource expertise

As a result, Baptist Health was not realizing the value expected for its investment. Leadership recognized the need for a more reliable, cost-effective, and proactive model—one that would deliver true proactive service delivery excellence for its clinicians. Ultimately they were looking for a trusted long-term managed services provider to be an extension of their team.

Solution

To address these challenges, Baptist Health entered a five-year agreement with Healthcare IT Leaders for comprehensive Application Managed Services under the Continuous Managed Services model.

This approach, built on proven technologies and ITIL best practices, leverages advanced monitoring, intelligent automation, and deep application expertise to deliver end-to-end solution management, seamlessly integrated with the local team. "Their team of former Cerner experts gives us the confidence that our EHR application support is in the best hands," said Clyde Williams, CIO of Baptist Health.

Proactive and Technology Enabled Service Includes

- Dedicated Oracle Health (Cerner) professionals with deep application expertise
- Intelligent monitoring and automation to anticipate and resolve issues before they impact users
- Ongoing upgrades and preventive maintenance to ensure system reliability and performance
- A consistent, knowledgeable team committed to delivery excellence
- A shared services cost model that provides high-quality support at a lower cost than staffing and managing internally



Excellent service. Steven Olson worked tirelessly to help find a resolution to this issue. Thanks for your help

Baptist Health Survey



*Great to work with
and have been very
helpful with resolving
lab issues.*

Baptist Health Survey

100+
**Monitoring Alert
Tickets Resolved**
(June-July 2025)

Proactive Prevention in Action

Through Continuous Services, Healthcare IT Leaders delivered proactive monitoring and rapid issue resolution for Baptist Health's Oracle Health applications. Several ongoing issues were resolved in the first 90 days of the relationship.

Ops Job Scheduling

A critical ops job was running 20+ hours daily, creating risk that subsequent jobs would fail. The Continuous Services monitoring flagged the issue immediately. The team investigated, identified the recurring failures for months, and resolved the problem within 24 hours. The fix reduced average runtime from 20+ hours to just 3–5 minutes.

Print Queue Optimization

The team identified a list of disabled printers that were still active in the system. After client review, Baptist Health reclaimed licenses and repurposed devices—avoiding unnecessary future purchase costs.

Custom Reports for Ops Job Failures

Multiple custom report scripts were failing within ops jobs. The Continuous Services team reviewed and optimized the code, significantly improving runtime performance and reliability.

Solution Compliance and Self-Healing

Through the partnership we reviewed all compliance checks. This enabled beneficial self-heal ops jobs and configured Solutions and email notifications, automating problem resolution and reducing manual intervention.

Alert Monitoring

More than 100 alerts were quickly resolved ensuring fewer job failures and faster recovery, cleaner queues and system performance, and timely response leading to client trust.

- Old print queues cleared
- Ops job failures
- Cycle server job failures for one-time random failures
- HIM ops job failures resolved with client with a workaround
- NQF stage job to remove obsolete scripts
- Misc. jobs such as long-running timers or bad report scripts.



Delivery Excellence

Since the transition to Continuous Services, Baptist Health will continue to benefit from:

- Reduced ticket backlog with faster resolution times
- Improved SLA performance through dedicated, accountable support
- Nearly 30% cost savings compared to building and managing a non-shared internal model
- Upcoming application upgrade planning, ensuring long-term value and system optimization

Through our partnership, Clyde Williams, CIO of Baptist Health, shared: “Healthcare IT Leaders delivers exceptional value for our organization, with expertise that drives both stability and innovation. They have strong talent, flexible contracting, and cost management without compromising quality.”



*Healthcare IT
Leaders delivers
exceptional value for
our organization*

Clyde Williams

Chief Information Officer

100%

SLA Attainment
(June-July 2025)

100%

Client Satisfaction
(June-July 2025)

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