



**KAISER PERMANENTE®**

## Streamlining Business Processes

### Mastech Expertise

The Mastech team provided expertise in the following areas:

- Crystal Enterprise
- Crystal Reports
- Teradata
- Actuate Remedy
- Windows XP
- Microsoft Visio
- Corte

### Challenge

Kaiser Permanente's IT team is as critical to patient care as its clinical caregivers. The company relies on a comprehensive range of solutions from Epic Systems, a leading software provider for medical groups, hospitals, and integrated healthcare organizations. More than 30 Epic Systems products meet a wide range of clinical and administrative needs and are considered to be mission-critical systems. When Epic releases product enhancements, Kaiser uses Release Notes Manager to help disseminate information across the IT organization.

However, Kaiser needed the ability to analyze Release Notes so that it could accurately assess areas that needed attention and assign the proper resources. Without an internal resource available to help develop a streamlined process for analyzing and implementing appropriate changes, it was difficult to ensure that applications were optimized as needed, Kaiser Permanente turned to Mastech for consultants.

### Solution

The Mastech consultant helped Kaiser create a workflow solution that provided streamlined Release Notes management, analysis, and reporting. Kaiser's new solution enables it to deliver quality reports for its business partners and improve production support.

### About Kaiser Permanente

Founded in 1945, Kaiser Permanente's mission is to provide high-quality, affordable health care services. The group currently serves 8.6 million members in nine states and the District of Columbia. Expert, caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the art care delivery, and world-class chronic disease management. For more information, go to: [www.kp.org/newscenter](http://www.kp.org/newscenter).

**For more information about Mastech services, visit [www.mastech.com](http://www.mastech.com).**