



# A stable IT operation for all MEDICLIN facilities

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## Multi-vendor support

One contract for multiple software vendors

## One contact person

A single point of contact for all IT-problems

## Service-contingent

Flexibility according to need

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### Client

MEDICLIN-IT GmbH

### Industry

Healthcare

### Services

SoftwareOne MultiVendor Premium Support (MVPS)

## Reliable IT support for critical systems

MEDICLIN is one of the leading clinic groups in Germany and operates hospitals, specialist clinics for rehabilitation, nursing homes, and medical care centers. In support of its high medical standards, the company relies on IT systems to play an important role. Innovative IT solutions help the clinic group collect, manage, and use data to diagnose and determine treatment plans accurately. In addition, operational processes are also efficiently supported by modern IT solutions across all of MEDICLIN's healthcare facilities.

As an IT service provider for the MEDICLIN Group, Mediclin-IT GmbH guarantees a smoothly functioning IT environment for the entire hospital group. To ensure this, the company wanted a trustworthy IT support partner to provide 24/7 availability and short response times in case of a malfunction.



## The challenge

## Wanted: Professional protection for the IT infrastructure

As the IT service provider of all MEDICLIN facilities, Mediclin-IT GmbH must provide the hospital group with 24/7 IT solutions. Disruptions in business operations impact Mediclin-IT GmbH and the entire hospital group. Any infrastructure failure could impair healthcare delivery. That means the IT service provider must prepare for emergencies to assure high-quality IT fail-safe support and secure complex hospital IT infrastructure operation. The company wanted a reliable and flexible contract partner to supply 24/7 availability, short response times, and a comprehensive portfolio. MEDICLIN Group also requires additional contingent capabilities to respond to unplanned or urgent service needs.

## The solution

## Demand-oriented IT support for the hospital group



IT systems in the medical sector must not be allowed to suffer from ailments. If a malfunction does occur, the MEDICLIN Group is optimally protected by SoftwareOne's MultiVendor Premium Support.



Oliver Reißer, managing director  
of MEDICLIN-IT GmbH

BSmooth-functioning IT systems are critical to medical services operations. IT solutions enable precise diagnostics, access to vital patient information, and efficient delivery of medical care. The MEDICLIN Group relies on SoftwareOne's MultiVendor Premium Support (MVPS) to avoid severe consequences from IT disruptions and protect critical systems. The program has helped the company beyond the limits of vendor support contracts: delivering 24/7 MultiVendor Support with a single point of contact (Service Success Manager) and fast response times. The MVPS consolidates manufacturer contracts with different terms into a single support contract, achieving significant cost savings. The agreement, including service contingents, has been customized to meet the specific needs of the MEDICLIN group and delivers benefits drawn from the entire SoftwareOne portfolio. Beyond support for the software manufacturers, Microsoft and Citrix, workshops, training, and consulting services can be billed as service quotas.

## The result

# Professional IT support for the MEDICLIN Group

To secure its IT infrastructures, MEDICLIN relies on SoftwareOne's MultiVendor Premium Support and benefits from:

- **Multi-vendor Support:** One contract for multiple software vendors
- **24/7 availability** with short response times
- **One contact person** for all IT problems
- **Cost savings** compared to typical vendor contracts
- **Individual use** of support quotas
- **Transparency:** Monthly reports on hours worked
- **Reactive** as well as **proactive support-services** (e.g., training, workshops, or support with further projects)



**We were looking for a multi-vendor support contract with a central contact and fast response times. With SoftwareOne's MVPS, we are in the best of care and were happy to renew the contract.**



Michael Straube, Head of IT Integration at MEDICLIN-IT GmbH

## CONTACT US TODAY

Find out more at

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