

Performance Services

Providing Continuous Improvement

Performance Services is a partnering approach with clients which allows resolution of complex IT problems within a fixed cost agreement.

The implementation of the Performance Services approach allows methodologies to be implemented which improve both overall system performance and stability through enhanced quality assurance. The foundation of this approach is world leading reliability.

Performance Services are designed to increase reliability and provide continuous improvement by expanding the concept of Quality Assurance. The use of Unicist Object Driven Organization is the key to outsourcing IT services in a way that ensures maximum value and reliability are delivered. The following technologies are utilized:

- **TWG Central Notification**
Application Monitoring Solution provides alert and allows quick reaction to application related issues.
- **N-Able System Management Tool**
Efficiently manages system management.
- **N-Able & Solar Winds Monitoring**
Constantly deliver information on vital systems and networks.
- **AutoTask Help Desk Ticketing System**
State of the art ticketing system assisting in compliance with an Agreed Service Level.
- **TWG Maintenance Pricing Expert**
A state of the art service management and pricing application integrating service catalogue & selection, client site evaluation, pricing, agreement development and SLA provisioning while providing information for resource requirements.
- **N-Able & Bomgar Remote Management System**
The most well regarded remote control applications on the market today.



Services Delivered may Include:

- **Solutions Management**
Management of IT and other solutions delivered to the client.
- **Server Management**
Includes monitoring and OS management including patches, repairs, backups and system applications support (Exchange, SQL Server, WSUS, etc.).
- **Network Management**
Includes monitoring, support and adjustments to network devices.
- **Desktop Support**
Includes help desk services, system patching, and support.
- **Application Support**
May include varying levels of support to mission critical applications.
- **Specific Demands of the Clients**
The specific demands of clients are evaluated to develop a proposal to address them.

Request a Project: performance@weston.com

The Weston Group (TWG) is a Healthcare Engineering company focused on Information Technology. The value proposal of TWG includes all the aspects that deal with medical adaptive systems, its outsourcing/insourcing solutions and the development of research to design object driven solutions for healthcare problems in hospitals and clinics.

History

The Weston Group was founded by Wes Spears in late December 1992 with a strong and clear purpose of delivering results to clients.

One of the first efforts of the newly created Weston Group was assistance in the development of an EMR for an orthopedic physician. This effort grew into a full outsourcing relationship with a large healthcare organization. These outsourcing efforts continued and expanded to include development of applications and consulting to aid these organizations in achieving results.

The goal has always been to provide service to the healthcare market at a level that is meaningful and effective. In 2008 The Weston Group began the final stage of the goal of widespread successful results to the healthcare market. Wes Spears was constantly seeking technology to expand the business and transform it into a nationwide organization.

The Unicist Standard Technologies of The Unicist Research Institute were chosen to deal with Healthcare Cybernetics and provide medical organizations with solutions for their adaptive systems.

The Weston Group expects our current adaption integrating this advanced technology and our associated members to have two specific results. First our clients' organizations will far outperforming competitors based on full reliability and advanced technology. Secondly, our clients' outcome will result in Group TWG's realization as the largest services delivery organization to the Healthcare Industry by 2012.

The Group TWG

Group TWG is organized as a association providing solutions to the top healthcare organizations in the US.

Group TWG Solutions

Group TWG is focused on midsize and large Clinics and Hospitals providing:

Maintenance Services as:

- Full Services
- Performance Services

Overall Maintenance Effectiveness covering

- Assessment of IT Maintenance
- Provision of The Overall Maintenance Effectiveness System
- Improving Outsourcing processes

Quality Assurance of all the services

The association integrated the necessary technological resources available at the members sites allowing the provision of expert solutions.

Its leadership is based on a matrix organization: on one hand, the business aspects and, on the other hand, the technological solutions.

The business aspects are managed by a delegate of The Weston Group and the technological solutions are managed by a delegate from The Unicist Research Institute.

From September 1st, 2011 on there will be an Advisory Associate Committee as part of the leading group.

The Weston Group has invited IT organizations across the US to join where they have expertise in a non-commodity Information

Technology field with applicability to mid-size and large healthcare organizations.

About the Founder

Wes Spears was strongly influence from his grandfather who retired with a rank of Brigadier General from the US Army Corp of Engineers and served on General George Patton's staff in World War II. This was the beginning of both a desire for a foundation based approach and creativity in achieving the result. Mr. Spears desire for excellence and drive for success have roots in the attainment of the rank of Eagle Scout and nurturing through the sacrifice required to succeed in team sports including football at Auburn University.

Mr. Spears graduated with a Bachelors of Computer Engineering, served as president of his fraternity along with spending several years in providing computer solutions utilizing fledgling IBM PC and clone machines for the Alabama Cooperative Extension Service. These varied activities continued to expand Mr. Spears boundaries and providing experiences to aid in future success.

...one step ahead