

Outsourcing IT Hardware and Software Maintenance Problems

Weston Maintenance Services provide an expert based results to organizations. This allows organizations to expand and contract as needs arise and to call in the right talent at the right time to assist in a cost effective manner.

In cases where clients desire more ala cart options, The Weston Group can provide the following types of services on a time and materials basis.

- Design and installation of servers and systems including virtualization to reduce costs.
- Network, server and workstation monitoring provided 24/7.
- Diagnosis and resolution of network, server and workstation issues, both hardware and software related.
- Software development including full application development, integration between systems including HL7 and DICOM, report and dashboard building.
- Management of complex extraction, transform and loading of data.
- Support for mission critical applications.
- Installation of systems and applications.
- Planning, management and implementation of large relocations and system rollouts.
- Onsite reviews of IT related financials.

With this arrangement Weston will include:

- An Account Manager who will work with you on strategic developments and vision.
- A Client Site Operations Manager who will provide project management and general oversight to insure the tactical and operational plans are implemented.



- Budgets supporting goals and specific IT needs.
- Experts in networking, server management, desktop support, application development and application support for work as required.
- Helpdesk Services, phone & remote support are provided from 7:30am – 5:30pm, Monday – Friday.
- Onsite support can be provided from 8:00am – 6:00pm, Monday – Friday.
- Remote troubleshooting and resolution of many issues.
- Identification of Application Support issues.

Notes:

- All software and hardware, including appliances, are covered under current warranties and support.
- Response times to issues are as follows:

M—F	7:30 am – 6:00 pm	4 hours
M—F	6:01 pm – 7:29 am	6 hours
	All weekends and holidays	6 hours
- After an initial evaluation, The Weston Group will develop an estimation of monthly costs which will be provided in a proposal.

Request a Project: maintenance@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