

Concurrent IT Center for Critical Connection Members

The Weston Group and Critical Connection developed the **Concurrent IT Center** to provide a solution to members with concerns surrounding redundancy and backup of IT Services but are satisfied with their current IT resource.

Secure Documentation

Documentation is crucial for any augmentation of an existing resource. It includes passwords, systems information, access mechanisms, etc. Appropriate documentation increases speed and efficiency of any support efforts along with providing security to the organization in the situations like loss of a resource or a catastrophic event.

The Weston Group provides a complementary license to Critical Connection Members for use of the **TWG Documentation Guide**.

Redundancy

In the event the current resource is temporarily unavailable, TWG can assist with overflow issues. The TWG Help Desk operates from 7:30 AM to 5:30 PM and the support portal is available 24 x 7.

Resource Backup

In the event the current resource is unavailable for an extended period, TWG can provide support until the situation returns to normal.

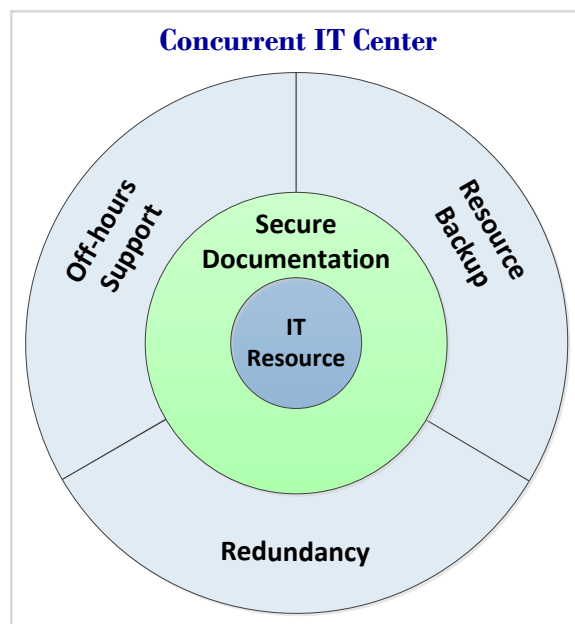
Off-hours Support

Some organization utilize TWG for off hours support to prevent burnout of their resource. In these cases the issue is submitted to the TWG Issue Management system via a phone call or the portal and escalates the issue to an on call staff member for triage, diagnosis and resolution. The system includes a quality assurance mechanism to escalate requests, ensuring a timely response is provided.

Program Costs

PC's	Locations	Cost per Month
< 20	< 2	\$150.00
20 - 40	< 4	\$300.00
> 40	> 4	\$500.00

Support Incidents are charged at \$131.25 per hour rounded to the nearest 15 minute increment. All costs reflect the pre-arranged 12.5% discount to CO-OP Members.



Implementation Steps

1. Contact and engage The Weston Group by completing a Services Agreement, which includes a HIPAA Business Associate agreement.
2. Document the current environment; this is performed by the current IT resource.
3. Complete Documentation Audit by The Weston Group to ensure the required information is available. Use of the **TWG Documentation Guide** speeds this process.
4. When an issue arises, call the Help Desk at 888-937-8660 or directly enter issues via the TWG support Portal at:

<http://www.weston.com/cc>

Other Information

- Response time is guaranteed within 4 hours and is typically immediate.
- 7.5% of revenue is returned to the CO-OP.

Enroll now: ITCenter@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