

DIRECT SUPPORT

LOWER YOUR IT COSTS



Direct Support by Direct Consulting Associates (DCA) is a services model that focuses on providing dedicated staff to support your IT initiatives, while you still have full control of the resources 24/7. Whether it be ticket support, upgrades, or implementations to your systems, we allow you to ramp up and down staffing levels as needed while managing the work that is done. Our experienced staff is dedicated **solely** to you and will support projects and/or maintenance as needed with fast turnaround time.

HOW DOES IT BENEFIT YOU?

- Reduce risk by engaging experienced resources who know your systems and are dedicated only to you
- Garner the benefits much like outsourcing except you have complete control of the resources 24/7
- Utilize remote staff that bring experience from **multiple** leading health systems
- Eliminate the burden of onsite desks and associated overhead
- Bill rates well below average industry consultant rates

COST SAVINGS EXAMPLE OF DIRECT SUPPORT VS. FTE

PROJECT BASED SAVINGS

- Achieve results faster
- Realize Non-financial benefits sooner
- Ability to ramp up or down staffing levels as needed
- Utilize staff augmentation when and where needed with small quantities
- Off-loading staff will reduce your FTE count
 - Lowering the FTE count will reduce office and infrastructure needs

BUDGETARY SAVINGS

- Realize financial benefits faster
- Reduce operational costs by moving upgrade/new systems to capital costs
- Reduce your operating costs by reducing FTEs
- Take advantage of capital dollars to do projects
- Define fixed costs easier to budget
- Reduce operating labor spend (labor, infrastructure, etc.)