



IT Services Portfolio Catalog

Updated March 2018

Introduction



Premier is a healthcare performance improvement alliance of approximately 3,900 U.S. hospitals and 150,000 other providers.

Supply chain management is a big component of organization costs. Second only to labor, supply chain costs can be up to 30 percent of operating expense. Supply chain management isn't just about getting the lowest price; it is about making sure the product fits the needs of patients and drives the best outcomes at the best price possible.

Premier takes negotiating prices with suppliers off your hands so you can focus on evidence-based purchasing. Premier's member-driven sourcing process – the way we decide which suppliers get awarded a contract – means the voice of the members is heard. Approximately 380 individuals representing Premier's U.S. hospital members sit on sourcing committees to use their professional, objective knowledge and judgment to evaluate and select products on behalf of the alliance. Our members make the ultimate decisions on what items and suppliers get awarded contracts.

Supply Chain Advisor is Premier's online catalog and price management system that lets members:

- Access contracts, products, data and other resources
- Negotiate with suppliers
- Operationalize agreements (activate pricing tiers, submitting designation forms)
- Manage all contracts in one place

IT Services

Throughout this catalog are products and services offered by Premier contracted suppliers. Pricing and other contract information may be accessed through Supply Chain Advisor at <https://premierconnect.premierinc.com>. Contract categories included in the book are:

Cellular Voice and Data Services:

AT&T ([PP-IT-143](#)), Sprint ([PP-IT-145](#)), Verizon ([PP-IT-144](#))

Document Management Solutions:

IBSA ([PP-IT-159](#)), Ricoh ([PP-IT-160](#)), Standard Register ([PP-IT-161](#))

Hardware and Software Resellers:

CDW ([PP-IT-163](#)), Connection ([PP-IT-164](#)), Insight ([PP-IT-166](#)), Zones ([PP-IT-165](#))

Managed Print Services, Devices and Accessories:

Guy Brown ([PP-IT-149](#)), Konica Minolta ([PP-IT-148](#)), KYOCERA ([PP-IT-150](#)), Pharos ([PP-IT-151](#))
Ricoh ([PP-IT-147](#)), Staples ([PP-IT-152](#)), Xerox ([PP-IT-153](#))

Product and service information within this catalog is derived from multiple third-party sources. It is presented as a reference in identifying products and services available through Premier contracted suppliers. The member has the ultimate responsibility in the selection of products and services. Premier has made all reasonable efforts to ensure that the information contained herein is accurate. However, product/service information is subject to change, and it is best to check with the appropriate supplier(s) for updated information.

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3D Printing

3D printing (known as additive manufacturing) turn 3D models into solid objects by building them up in layers. These layers can be thought of thin cross-sections of the final object. 3D printing has already been used for apparel, vehicles, construction, medical devices, pills, art, computers and more.

Brands available through contracted suppliers



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■ Available through Insight

Authentication Devices

Authentication devices are used to prove a user's identity electronically. It is used in addition to or replaces a password to give access. Authentication can be provided through RFID, Bluetooth, USB, tokens, software and mobile devices.

Brands available through contracted suppliers



Premier contracted suppliers



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Available through Connection

Available through Insight

Available through Zones

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Bar Code Solutions

Barcodes are an optical machine-readable representation of data. Barcodes are widely used in the healthcare setting, ranging from patient identification (to access patient data) to medication management. They can also be used to keep track of objects and people.

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Business Intelligence

Business intelligence software is used to analyze an organization's raw data and prepare reports. Business intelligence helps to improve decision making, cut costs and identify new business opportunities. Common analyses for this type of software include customer profiling, market research, market segmentation, product profitability, statistical analysis, and inventory and distribution analysis.

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Cabling and Wiring

Cabling and wiring carry electrical current to supply power and transmit signals. Wires are typically single conductor strands of metal. Cables typically are two or more conductors which are bonded or braided together and insulated.

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Cellular Voice and Data Services

Mobile/wireless voice and data communication plans integrated with mobile devices and other associated offerings.

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Class of trade restrictions: AT&T is available to healthcare facilities only. Sprint and Verizon are available to specified healthcare and non-healthcare facilities.

Cloud Computing

Cloud computing is the delivery of shared services, data and resources delivered via the internet. Cloud computing eliminates local servers, storage or in-house applications. Healthcare organizations do not have to build or maintain a significant infrastructure in-house.

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 Adobe Creative Cloud 	 	 
 	 	 
 	 	 
 		 

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Communication Equipment

Communication equipment is hardware used for telecommunications. This may include telephones, modems, cable decoders, carrier switches, fiber cables, wireless and satellite communication equipment.

Brands available through contracted suppliers

AVAYA



CISCO



CORTELCO



Jabra



Microsoft



plantronics



Polycom



ShoreTel



vtech



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Connection
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Insight

ZONES

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Computers

Computers include laptop computers, desktop computers and rugged computers.

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Data Conversion Services

Data conversion is the transfer and mapping of computer data from one file format to another. The goal is to maintain as much data and embedded information as possible from the source file. Data conversion helps to protect against data loss, structure and organize information, and remove redundant data. Outsourced conversion services are crucial when time and/or resources are short, conversion software or knowledge are not available, or the volume of varying format types for conversion is significant.

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Digital Rights Management


Digital rights management (DRM) is a system of copyright protection for digital media. DRM enables secure distribution or disables illegal distribution. DRM typically uses encryption, digital watermarks, embedded coding to prevent copying, or time and number of device limits.

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Document/Image Storage and Recovery

Computer systems for storing, browsing, searching and retrieving documents/images from a database.

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Acronis



arcserve®



CARBONITE™



COMMAVAULT™ 

 Hitachi Data Systems



IBM




STORAGECRAFT.



UNITRENDS



VEEAM



VERITAS™




Zerto




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Document Management Solutions

Document management solutions are software-based systems that organize and manage electronic and paper documents throughout an organization. Document management subcategories include: document management, document imaging solutions, electronic content management, electronic forms, paper forms and print shop management.

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Encryption

Encryption is converting data into a code that only authorized parties can read. To read an encryption, the user must have access to a key or password.

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Enterprise Data Storage

Enterprise data storage is a centralized repository for business information. Enterprise storage solutions are scalable and provide shared data management and protection. Storage area networks (SAN) provide access to consolidated, block-level data storage. Network attached storage (NAS) allows access at the file-level to other computers on the network.

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Fault-Tolerant and High Availability Solutions

High availability minimizes downtime by quickly restoring essential services when a system, component or application fails. High availability solutions may have a small amount of downtime before services are restored. Fault tolerance enables a system to continue operating without disruption when a component has faults within it or fails. Fault-tolerant solutions include a redundant backup component or procedure that instantaneously takes the place of the faulty component.

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Fiber Optic Cables


Fiber optic cables are used to transmit light between the two ends. These cables allow for long-distance communications with less loss and interference than metal wires.


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File Integrity Monitoring

File integrity monitoring allows organizations to track, alert and deny changes to directories and files, preventing unwanted or malicious changes to the file system. The solution validates the integrity of the operating system and application software files as well as the current file state and a known baseline for unexpected changes to items including credentials, security settings, attributes and configuration values.

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Firewalls

Firewalls are a security solution that control the incoming and outgoing traffic of a private network. They are used to prevent unauthorized users from accessing private networks. Firewalls can be hardware- or software-based. Firewalls have a set of security rules that block unauthorized traffic.

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High Resolution Diagnostic Displays


Diagnostic displays are used to examine medical imaging. Key features of displays include lighting, screen size, color and calibration.

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ICD-10 Compliance Consulting

ICD-10 is a clinical cataloging system used by the healthcare industry to document inpatient diagnoses to assist in medical reimbursement. To be compliant, entities covered by the Health Insurance Portability and Accountability Act (HIPAA) are required to use ICD-10 diagnosis and procedure codes. ICD-10 compliance consulting may include current state and gap analyses, implementation planning, training and project management.

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ID Card Printers

Card printers have a single card feeder which can print and personalize plastic cards such as ID cards. These are usually designed with laminating and punching features. There are several different encoding techniques for card printers including contact and contactless smart card, proximity and magnetic stripe.

Brands available through contracted suppliers

Datacard®



MAGiCARD®



evOLIS



POINTMAN



HID



ZEBRA



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Mainframe Computers

Mainframes are high-performance computers used for large-scale computing. Mainframes often support a number of workstations and users.

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Managed Print Services

Managed print services (MPS) is the active management and optimization of document output devices and related business processes. Under MPS, a service provider takes primary responsibility for meeting the customer's office printing and imaging needs, including the equipment, supplies, service and overall management of the printing fleet.

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Mobile Carts

Mobile carts are used to make computers and equipment portable throughout a facility. Cart features may include configurable storage, battery power, ergonomic design and height adjustability.

Brands available through contracted suppliers

		
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Mobile Privacy and Security

Mobile privacy and security software helps to prevent malware and intrusions while verifying user authentication. Features may include antivirus and firewall, visual notifications, Turing tests and biometrics.

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ABSOLUTE™



CISCO



POWERED BY BLACKBERRY



MobileIron



Acronis



CITRIX®



by Fiberlink, an IBM company



Symantec



DELL



An Intel Company



Work Securely



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Network Capacity and Optimization

Network capacity is the maximum amount of data that a link or network path can transfer between network locations. Network optimization works to increase availability and performance, reduce downtime and implement network changes quicker.

Brands available through contracted suppliers

BROCADE 



NORTEL
NETWORKS™




CISCO



JUNIPER
NETWORKS



FAT *Pipe*



 **Mitel**




riverbed




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Network Equipment, LAN, WAN

A network connects all computers and peripheral equipment like printers. A local area network (LAN) is a network that connects within a limited area such as a single room or building. A wide area network (WAN) is a network that span a large geographical area. A WAN typically contains two or more LANs.

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Network Management Solutions


Network management solutions include hardware and software tools used to supervise the individual components of a network within a larger network framework.

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Optical Disc Storage

Optical discs use laser technologies to read from and write to media. Three common types of optical disc media include CDs, DVDs and Blue-ray discs.

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TANDBERG DATA



FUJIFILM



maxell



SONY



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Outsourced Help Desk

Outsourced service desk support allows you to focus on delivering the key value of their business while letting the service company focus on supporting your customers. Outsourced service desk support can provide 24x7 coverage enabling after hours coverage without added employee costs for off-peak hours and weekends.

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Patient/Visitor Kiosks

Kiosks allow patients to check in for appointments and update personal demographics which reduces the need to stand in line and interact with a clerk. Kiosks can also collect payment for co-pays. Patient kiosks reduce workload and improve data quality, registration consistency and patient experience.

Brands available through Connection



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Printers, Copiers and Facsimile Devices

Hardware, software and accessories for copiers, printers and facsimile devices, including multi-function devices (MFDs), along with the facilities/production management services provided by those manufacturers.

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Privacy and Security Consulting

Privacy and security consulting may include assessments for maturity, risk and compliance. Consultants can assist in the development of a privacy and security program (e.g. governance, education, compliance, incident response, and breach remediation).

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Privacy Protection

Privacy protection software conceals internet protocol (IP) addresses and encrypts connections. The software hides or erases traces that the computer saves during and after internet sessions (e.g. cookies, browsing history, downloads, temporary files).

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Secure Email


Secure email engages server-based solutions to protect sensitive data when sent outside the corporate network. Secure email also provides compliance with healthcare industry regulations such as the Health Insurance Portability and Accountability Act (HIPAA), the Gramm–Leach–Bliley Act (GLBA) and the Sarbanes-Oxley Act (SOX).

Brands available through contracted suppliers



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Secure Messaging/Texting

Unsecured messages and texts put facilities at risk for violating protected health information and HIPAA regulations. The application should encrypt data while in transit and prevent the telecommunication provider from reading it. These solutions may also have the ability to clear a device's data if it is lost or stolen. Secure messaging allows healthcare workers the ease of use and convenience of mobile technology without putting patient's information at risk.

Brands available through contracted suppliers



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Servers

Servers are computers or software programs that manage resources and provide services to other programs. Servers are often dedicated only to their specific tasks; for example, a file server is dedicated to storing files.

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Speech Recognition

Speech recognition is the translation of spoken words into text. Speech recognition is used to enhance clinical documentation and communication. The user's voice creates documents and emails. Solutions reduce transcription costs and turnaround time by creating draft documents that medical transcriptionist can quickly review and edit.

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Staff Scheduling

Staff scheduling software allows users to create schedules that align with expected demand while following regulatory policies. These solutions also allow the user to identify and notify substitutes when someone calls in sick or swaps shifts. The software helps to control labor costs by reducing overstaffing and minimizing administrative costs.

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Switches

Network switches connect devices on a network to process and deliver data. Multiple data cables are plugged into a single switch to enable communication. The switch forwards data only to the devices(s) needing to receive it rather than broadcasting it from all ports.

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Tablets and Notebooks

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acer



lenovo



Panasonic



FUJITSU



Microsoft



SAMSUNG



ASUS®



Motion



TOSHIBA
Leading Innovation >>>



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Technology Asset Disposition Services

Technology asset disposition services include securing used and/or obsolete electronics consistent with regulatory requirements for protected information (protected health information (PHI), personally identifiable information, etc.) which are destined for reuse, resale, salvage, recycling, and/or safe environmental disposal.

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Telemedicine Solutions

Telemedicine allows healthcare professional to provide healthcare services through the use of telecommunications technology. The technology can be delivered through two-way video, email, smart phones and wireless tools. Telemedicine is a cost-effective way to deliver care as well as enabling remote care delivery to patients.

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Time and Attendance

Time and attendance systems are used for timecard tracking and approval processing throughout an organization. Examples of how employees can clock in and out include software, biometric clocks, proximity cards, mobile devices and stamped paper cards. Time and attendance systems can also capture vacation time, jury duty, sick time and leave.

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Virtual Desktop Infrastructure

Virtual desktop infrastructure (VDI) is the process of running a desktop inside a virtual machine on a data center server. VDI is a form of desktop virtualization which supports personalized desktops for each user with centralized management.

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Video and Teleconferencing Services


Teleconferencing services allow two or more locations to simultaneously communicate through audio transmissions. Videoconferencing services are like teleconferencing services with the added element of a video component. These systems often include the use of video cameras, webcams, monitors, projectors, microphones, phone loudspeakers and the internet.

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Virtualization

Virtualization can apply to computers, operating systems, storage devices, applications or networks. Virtualization uses software to simulate the existence of hardware and create a virtual computer system. Virtualization allows businesses to run more than one virtual system – and multiple operating systems and applications – on a single server.

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Virus Protection

Virus protection software helps to prevent viruses, worms and Trojan horses from getting into a computer. It also removes any malicious coding that is already on the computer. Virus protection is often packaged with anti-malware and anti-spyware capabilities.

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Wearable Technology

Wearables are computer-based accessories which can be worn by users. Wearables often include practical functions and features such as synchronizing data from other gadgets, smartwatches, fitness trackers, health monitoring, navigation and communication tools.

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Website Hosting

Website hosting allows an organization to make its website available on the Internet. Web hosts provide space on a server and internet connectivity. Complex websites often require database support, development platforms, the ability to install scripts for applications and security parameters [e.g. Secure Sockets Layer (SSL)].

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Wireless Networks


Wireless networks transfer information through the use of electromagnetic or radio waves rather than through a wire. Wireless allows long-range communication where it is impossible or unreasonable to use wire. Wireless networks can be fixed, mobile or portable.

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HEAT Software	Network Management Solutions	32
HID Global	Authentication Devices, Bar Code Solutions	5, 6
Hitachi	Document/Image Storage and Recovery, Enterprise Data Storage	15, 18
Honeywell	Bar Code Solutions	6
HP	3D Printing, Computers, Document/Image Storage and Recovery, Enterprise Data Storage, Fault-Tolerant and High Availability Solutions, Fiber Optic Cables, High Resolution Diagnostic Displays, Network Equipment/LAN/WAN, Network Management Solutions, Optical Disc Storage, Servers, Switches, Tablets/Notebooks, Wireless Networks	4, 12, 15, 18, 19, 20, 23, 31, 32, 33, 41, 44, 45, 55
Humanscale	Mobile Carts	28
IBM	Document/Image Storage and Recovery, Enterprise Data Storage, Fault-Tolerant and High Availability Solutions, Mainframe Computers, Mobile Carts, Optical Disc Storage, Servers	15, 18, 19, 26, 28, 33, 41
IBSA	Document Management Solutions	16
Imprivata	Authentication Devices, Privacy Protection, Secure Messaging/Texting	5, 38, 40
Industry Weapon	Patient/Visitor Kiosks	35
Jabra	Communication Equipment	11
JACO	Mobile Carts	28
JAR Systems	Mobile Carts	28
Juniper Networks	Fiber Optic Cables, Firewalls, Network Capacity and Optimization, Network Equipment/LAN/WAN, Virtualization, Wireless Networks	20, 22, 30, 31, 51, 55
Kaspersky Lab	Encryption, Privacy Protection, Secure Email, Virus Protection	17, 38, 39, 52
Kofax	Business Intelligence	7
Konica Minolta	Managed Print Services, Printers/Copiers/Facsimile Devices	27, 36
Kronos	Staff Scheduling, Time and Attendance	43, 48
KYOCERA	Managed Print Services, Printers/Copiers/Facsimile Devices	27, 36
Lenovo	Computers, Servers, Tablets/Notebooks	12, 41, 45
Leviton	Cabling and Wiring	8
Lifesize	Video/Teleconferencing Services	50
Linksys	Switches, Wireless Networks	44, 55
LocknCharge	Mobile Carts	28
Logitech	Video/Teleconferencing Services	50

Supplier	Subcategories	Pages
Lulzbot	3D Printing	4
MaaS360	Mobile Privacy and Security	29
MakerBot	3D Printing	4
Malwarebytes	Virus Protection	52
Maxell	Optical Disc Storage	33
McAfee	Encryption, Firewalls, Mobile Privacy and Security, Privacy Protection, Secure Email, Virtual Desktop Infrastructure, Virus Protection	17, 22, 29, 38, 39, 49, 52
Meridian Kiosks	Patient/Visitor Kiosks	35
Metro	Mobile Carts	28
Microsoft	Cloud Computing, Communication Equipment, Computers, Digital Rights Management, Secure Email, Tablets/Notebooks, Virtual Desktop Infrastructure, Virtualization, Virus Protection	10, 11, 12, 14, 39, 45, 49, 51, 52
Misfit	Wearable Technology	53
Mitel	Network Capacity and Optimization, Video/Teleconferencing Services	30, 50
MobileIron	Mobile Privacy and Security	29
Motion Computing	Computers, Tablets/Notebooks	12, 45
Motorola	Bar Code Solutions	6
NDS Surgical Imaging	High Resolution Diagnostic Displays	23
NEC Display Solutions	Fault-Tolerant and High Availability Solutions, High Resolution Diagnostic Displays	19, 23
NetApp	Enterprise Data Storage, Fault-Tolerant and High Availability Solutions, Fiber Optic Cables	18, 19, 20
NETGEAR	Fiber Optic Cables, Firewalls, Network Equipment/LAN/WAN, Switches, Wireless Networks	20, 22, 31, 44, 55
NetIQ/Micro Focus	Authentication Devices	5
Nimble Storage	Enterprise Data Storage	18
Nortel	Network Capacity and Optimization, Switches	30, 44
Nutanix	Enterprise Data Storage, Fault-Tolerant and High Availability Solutions	18, 19
Omnivex	Patient/Visitor Kiosks	35
Oracle	Servers, Virtualization	41, 51
Ortronics	Cabling and Wiring, Fiber Optic Cables, Network Equipment/LAN/WAN	8, 20, 31
Overland Storage	Enterprise Data Storage, Optical Disc Storage	18, 33
Palo Alto Networks	Firewalls	22
Panasonic	Computers, Tablets/Notebooks	12, 45
Panduit	Cabling and Wiring	8
Pebble	Wearable Technology	53
Pharos Systems	Managed Print Services	27
Pivot3	Firewalls	22
Plantronics	Communication Equipment	11

Supplier	Subcategories	Pages
Polycom	Communication Equipment, Video/Teleconferencing Services	11, 50
Proofpoint	Secure Email	39
Quantum Storage	Enterprise Data Storage, Optical Disc Storage	18, 33
Red Hat	Network Management Solutions	32
RF IDEas	Authentication Devices	5
Ricoh	Document Management Solutions, Managed Print Services, Printers/Copiers/Facsimile Devices	16, 27, 36
Riverbed Technology	Network Capacity and Optimization, Network Equipment/LAN/WAN, Network Management Solutions	30, 31, 32
Robo 3D	3D Printing	4
RSA Security	Authentication Devices, Encryption	5, 17
Rubbermaid	Mobile Carts	28
Samsung	Computers, Tablets/Notebooks, Wearable Technology	12, 45, 53
SATO America	Bar Code Solutions	6
Savance Health	Patient/Visitor Kiosks	35
Seagate Technology	Enterprise Data Storage	18
ShoreTel	Communication Equipment, Switches	11, 44
SIIG	Cabling and Wiring	8
SolarWinds	Network Management Solutions, Virtualization	32, 51
Sony	High Resolution Diagnostic Displays, Optical Disc Storage	23, 33
Sophos	Cloud Computing, Digital Rights Management, Encryption, Privacy Protection, Secure Email, Virtual Desktop Infrastructure, Virus Protection	10, 14, 17, 38, 39, 49, 52
Sprint	Cellular Voice and Data Services	9
Standard Register	Document Management Solutions	16
Staples	Managed Print Services, Printers/Copiers/Facsimile Devices	27, 36
StarTech.com	Cabling and Wiring	8
StorageCraft	Document/Image Storage and Recovery	15
Super Micro Computer	Servers	41
Symantec	Digital Rights Management, Encryption, Mobile Privacy and Security, Privacy Protection, Secure Email, Virus Protection	14, 17, 29, 38, 39, 52
Tandberg Data	Optical Disc Storage	33
ThreatTrack Security	Virus Protection	52
TigerText	Mobile Privacy and Security, Secure Messaging/Texting	29, 40
Toshiba	Computers, Tablets/Notebooks	12, 45
TP-LINK	Switches, Wireless Networks	44, 55
Trend Micro	Encryption, Privacy Protection, Secure Email, Virtual Desktop Infrastructure, Virus Protection	17, 38, 39, 49, 52
Tripp Lite	Cabling and Wiring	8
Unitech	Bar Code Solutions	6
Unitrends	Cloud Computing, Document/Image Storage and Recovery	10, 15

Supplier	Subcategories	Pages
Veeam Software	Document/Image Storage and Recovery	15
Verbatim	Optical Disc Storage	33
Veritas	Document/Image Storage and Recovery	15
Verizon	Cellular Voice and Data Services	9
Vidyo	Video/Teleconferencing Services	50
ViTel Net	Telemedicine Solutions	47
VMware	Cloud Computing, Network Management Solutions, Virtual Desktop Infrastructure, Virtualization	10, 32, 49, 51
VTech	Communication Equipment	11
Wasp Barcode Technologies	Bar Code Solutions	6
WatchGuard Technologies	Firewalls	22
Xerox	Managed Print Services, Printers/Copiers/Facsimile Devices	27, 36
Xirrus	Wireless Networks	55
XYZ Printing	3D Printing	4
Zebra	Bar Code Solutions	6
Zerto	Document/Image Storage and Recovery	15
Zix Corporation	Secure Email	39