

WHY CHOOSE PRELUDE?

- ⚙️ Comprehensive and strategic IT plans designed specifically for your business
- ⚙️ 24x7 service desk to provide support for you and your staff
- ⚙️ Secure and reliable data management and hosting
- ⚙️ Enterprise reporting solutions to help streamline and simplify your reporting requirements

In working with Prelude, whose core competency is IT services for senior living, we're provided with the tactical and strategic services required for our business. We're confident that Prelude can help us get to where we need to be.

(Mark Ricketts, President and CEO of National Church Residences)

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Prelude Services®

DELIVERING IT SOLUTIONS

OUR STORY

PRELUDE ENTERPRISE REPORTING

Changes in the healthcare industry are driving the need to access data more efficiently. Business owners must make informed decisions to remain competitive.

Prelude's Enterprise Reporting (PER) solution is an enterprise-level reporting and dashboard tool that is based on a data warehouse combined with several data analytics tools. PER is integrated with industry leading clinical, financial, and payroll software packages.

- ✿ Census
- ✿ Financial reporting and analytics
- ✿ Clinical
- ✿ Time and attendance
- ✿ Marketing leads
- ✿ ACO dashboard
- ✿ Nursing Hours Per Patient Day (PPD)
- ✿ Payroll based journal (PBJ)



PAYROLL BASED JOURNAL

Prelude's Payroll Based Journal is a real data management solution. We support multiple data imports to minimize your manual data entry effort. Our PBJ solution was developed from Prelude's Enterprise Reporting solution which our clients have used for years to track key clinical, financial, and employee data.

- ✦ Import employee, hours and census data from multiple vendor systems
- ✦ Generate a submission data file for any specific date range
- ✦ Add and edit submission data
- ✦ Validate data to defined business rules
- ✦ Define CMS job categories from your job descriptions
- ✦ Create analytics from your submission files
- ✦ Create one CMS submission file for upload
- ✦ View previous submission data files from our file history feature



IMPORT



Import data from **multiple sources**, with the ability to combine employee, hours and census information.

CREATE



Create submission data sets from imported data for **any specific date range** or pay period.

REVIEW



Review and analyze the submission data sets with a **validation feature** against CMS specifications and rules.

GENERATE



Generate the XML file from your submission data sets. Submitted files and their data are archived in PBJ.

Prelude  Services[®]
DELIVERING IT SOLUTIONS

Prelude Services was established in response to an industry need for IT services related specifically to the long term care and senior living markets. The sheer advancement of technologies, coupled with the ever increasing regulations of HIPAA has put tremendous stress on an already understaffed and often under-funded healthcare industry. Our owners, who are senior living providers, saw a tremendous market need for an industry resource that could assist other senior living providers in navigating the turbulent waters of Healthcare IT.

Created in partnership with Presbyterian Senior Living and Diakon Lutheran Social Ministries, Prelude Services' mission is to provide innovative, secure IT solutions.

Prelude currently supports over 700 senior living, affordable housing and community service locations in over 40 states. Our clients depend on us as a trusted partner to manage all of their information technology needs. Our goal is to provide value-driven technology to enhance your organization's delivery of services.

INNOVATIVE. SECURE. IT SOLUTIONS.

OUTSOURCING

HARDWARE & SOFTWARE SUPPORT

Prelude's hardware and software support covers all IT hardware and software including networks, desktops, laptops, mobile devices, and printers. We employ certified technicians who can help you purchase, install, and support all of these devices. Temporary equipment can be supplied in emergencies when critical hardware fails.

Prelude can host all of your business software applications and web sites on our servers. We provide the technical support you need to make sure software and databases are optimized for peak performance and have the latest security and vendor updates.

Prelude understands how much time it takes to interact with hardware and software vendors. We provide vendor management to deal with problems and upgrades so you do not have to take time away from supporting your business. Because we have multiple clients using the same hardware and software, we can leverage our vendor relationships to your advantage.

- ✦ Certified technicians
- ✦ Temporary equipment supplied in emergencies
- ✦ Secure hosting of all business software and applications
- ✦ Latest security and vendor updates provided
- ✦ Vendor management
- ✦ Desktop and device support
- ✦ Mobile device management
- ✦ Prelude Lockbox™ security



OUTSOURCING

HARDWARE & SOFTWARE SUPPORT

Statistics show that the top issues businesses face today are cyber security, managing growth, and finding qualified employees. Outsourcing IT is a strategic business decision that can help. Prelude's outsourcing services offer your business a way to control operating costs, improve your focus by having one less management concern, and provide access to qualified technical resources that are costly and difficult to find.

Prelude's outsourcing services include the management and support of an organization's IT function, requiring no internal support staff.

We also offer a remote service option where Prelude is still responsible for managing IT infrastructure but local desktop staff supports hardware and software installed in your facilities.

With both outsourcing services, Prelude provides all server hardware and software located in our Data Centers.

- ✿ IT management
- ✿ Strategic IT planning
- ✿ Technology support
- ✿ System administration
- ✿ Network management
- ✿ Desktop and device support
- ✿ Software and data management
- ✿ HIPAA IT risk assessment and security management services
- ✿ Enterprise reporting and dashboards
- ✿ Mobile device management
- ✿ Website design and development



24X7 SERVICE DESK

NETWORK MANAGEMENT

Prelude's network management service offers the skilled technical resources and tools to implement, manage, and monitor the network your business relies on every day. We have the experience required to support your data, wireless, voice, video, and internet needs.

Supporting a network of over 700 locations, we work with most of the major network carriers and can tailor a solution that meets your bandwidth and budget needs. Whether you are upgrading an existing network or adding a new one, Prelude's network engineers are equipped with the latest tools to design, install, and manage a complete solution.

- ✦ Management tools that monitor usage trends to alert us when it's time to upgrade
- ✦ Security alerts to detect when malicious software has entered the network
- ✦ Design tools to plan for network infrastructure upgrades and wireless expansion
- ✦ Network backup and failover capabilities
- ✦ Internet monitoring for blocking malicious software



NETWORK MANAGEMENT

24X7 SERVICE DESK

Prelude's Service Desk is the first point of contact for problem resolution, emphasizing customer service as well as technical expertise. Our dedicated employees are engaged, patient and ready to provide support.

The majority of all service requests are resolved on the first call. When a request is more complex, the Service Desk gathers pertinent information and forwards it to the appropriate Prelude support groups. If a problem is due to a vendor issue, we will work directly with the vendor until the issue is resolved.

In most cases, our employees can remotely access devices connected to our network for expedient resolution. If necessary, we can dispatch a local field resource to resolve situations requiring on-site assistance.

- ✿ Support Monday–Friday, 7:30am–9:00pm EST (except national holidays)
- ✿ After business hours support 24x7 for mission-critical and urgent issues
- ✿ Fast and convenient access by email, phone, or a self service portal
- ✿ Automated systems to manage and track how well we answer your calls
- ✿ Remote access to your device to troubleshoot and resolve issues
- ✿ Provides a monthly scorecard detailing our surveys to monitor service level standards and client satisfaction



CLOUD COMPUTING

CLOUD COMPUTING

Cloud-based software applications have seen steady growth over the past few years and will continue to grow. Connectivity to the cloud is no longer an option for businesses. The cloud creates a new set of challenges for IT organizations. Fast and reliable connections to the cloud, redundant connections that switch automatically when one fails, and secure connections are essential capabilities for your business to work effectively in the cloud.

Clouds can be public or private. The public cloud is defined as an environment where server space is purchased and shared with a number of other clients. Our private cloud computing solution offers dedicated hardware, storage and networking to a single client. Security to a private cloud is restricted.

Our cloud is secure and scalable to handle your HIPAA compliance.

- ✿ Support for hardware failure
- ✿ Skilled technical resources to support IT infrastructure management issues
- ✿ Zero budget impacts when needing to replace or upgrade a server
- ✿ Secure and HIPAA-compliant environment including disaster recovery

