

**Community Psychiatry** - communitypsychiatry.com - phone: 0,

3835 N Freeway Blvd, Ste 100, Sacramento, California, 95834, United States, CA

**Greg Hychko** - 0 - ghyhko@cpsych.com, phone: (717) 756-9232, 2<sup>nd</sup> phone: 0

Other emails: 0, 0

**LinkedIn:** 0

**Contact 2 Info:** 0 - 0 – 0, 0, 0

**Contact 2 LinkedIn:** 0

Other emails: 0, 0

**Total annual spend for IT and cybersecurity development measures for your company:** 2000000

**Industry Sector:** Healthcare / Hospital

**What are key products or services offered by your company?** Behavioral health practice management

**How many people are employed by your company?** 500-1000 employees

**What is the current annual revenue for your organization?** \$50M-\$100M

**How many business locations do you maintain company hardware and equipment such as servers...?** 120

**How many people are in your IT Department?** 20

**How many people are on your IT security team?** 3

**Number of Contact Center Seats:** 50

**What is your current Operating System?** Windows

**Who is your current ERP vendor?** Dynamics

**Who is your Cloud Service Provider?** Azure

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**1) Do you have responsibility for Cybersecurity?** 0

**Do you plan to add or expand cybersecurity initiatives in the next 12 months?** 0

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** 0

**Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** end user training around cybersecurity awareness including phishing detection / vigilance. incident response protocols re: ransomware attacks, internal vulnerability detection, and employee / user behavior monitoring and threat detection.

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**2) Do you have responsibility for Cloud software solutions?** 0

**Do you plan to add or expand cloud solution initiatives in the next 12 months?** 0

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** 0

**Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** transitioning our traditional on prem infrastructure to azure and ensuring internal it staff don't feel threatened by the change. coordinating the process change for technical work and support of the cloud infrastructure between internal it staff and the new msp. the change / transition between a traditional network path / mapped drive for all company resources to using onedrive / sharepoint for company resources, and eliminating the need for a vpn for all user devices (moving to azure ad).

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we are in the midst of a cloud migration project and need to coordinate the above to make sure its successful and minimize disruption for our enterprise.

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**3) Do you have responsibility for Digital Solutions?: 0**

**Do you plan to add or expand digital responsibility initiatives in the next 12 months?: 0**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0**

**Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** we are kicking off a digital patient journey transformation project, and are in the midst of completing a patient journey mapping exercise which will serve as the foundation on which we want to build the technology to support. we're looking at using a combination of salesforce, marketing cloud, experience cloud, twilio, and our phone system (8x8) along with a host of other ancillary products.

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**4) Do you have responsibility for Data Management? 0**

**Do you plan to add or expand data management initiatives in the next 12 months? 0**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0**

**Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** we just implemented domo bi a year ago, and our team is tasked with building the data warehouse including the blending of newly acquired businesses into our warehouse in a homogenized manner. we have numerous initiatives around implementing clinical outcome data from our emr/pm systems along with building some predictive models in the future to predict patient clinical outcomes, patient lifetime values, etc.

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**5) Do you have responsibility for Software/Application Development and Management? 0**

**Do you plan to add or expand software / application development initiatives in the next 12 months? 0**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0**

**Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** we have two custom built applications that are in development, and have some challenges around prioritization of development with the outsourced vendor we currently use. the outsourced vendor also provides a parttime cto for our east coast headquarters, however we will be eliminating his time with us as of jan 1st, and are looking to hire a software development analyst to own the products / product lifecycles as his replacement.

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**6) Do you have responsibility for Communication Systems? 0**

**Do you plan to add or expand communication system initiatives in the next 12 months? 0**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0**

**Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** we are implementing 8x8 throughout our enterprise including our call centers, along with twilio for enhanced capabilities. looking for ways

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to optimize the patient experience with automated texting, automated engagement, and simplified experience for patients and our call center staff.

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**7) Do you have responsibility for Network Systems? 0**

**Do you plan to add or expand network system initiatives in the next 12 months? 0**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0**

**Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** we're casually browsing for the best solution for a company intranet. we currently use sharepoint loosely but there may be better solutions.

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**8) Do you have responsibility for Consulting / Outsourcing? 0**

**Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? 0**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0**

**Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** we're exploring options for scaling our business through the use of outsourced services, including for rcm functions, it functions, and possibly call center functions.

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**9) Do you have responsibility for IT Leadership, Talent Management and Training? 0**

**Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? 0**

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: 0**

**Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule):** our team is expanding, although the amount of workload is growing faster than i can grow my it department. while we use agile / scrum teams for the majority of our work, we're beginning to find that our it teams are struggling with workloads across multiple scrum teams they're part of.

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