

**Sun Health** AZ, Director Business Systems

**What state are your headquarters located in:** AZ

**Total annual spend for IT and cybersecurity development measures for your company:** 200,000

**What state are you located in:** AZ

**What country are you located in:**

**Industry Sector:** Non-Profit

**What are key products or services offered by your company?** Senior Living Communities including: AL, IL, SNF, and Memory Care Units

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

**What is the current annual revenue for your organization?** \$100M-\$250M

**How many business locations do you maintain company hardware and equipment such as servers...?** 6

**How many people are in your IT Department?** 10

**How many people are on your IT security team?** 2

**Number of Contact Center Seats:** 4

**What is your current Operating System?** Windows 10

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

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

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**1) Do you have responsibility for Cybersecurity?** no

**Do you plan to add or expand cybersecurity initiatives in the next 12 months?** no

**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):** 0

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

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

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,Business IntelligenceCRMDocument Management SystemsIT Service Management (ITSM),Managed File Transfer,

**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):** we need a crm to gain a wholistic view of our residents and prospective residents.\_x000D\_our service desk is currently outsourced, we're thinking about bringing it back in house.\_x000D\_we are starting to think innovatively about senior living.

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

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

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,Digital Transformation,Robotic Process Automation (RPA),Workflow and Content Automation



**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 need workflow and content automation and are also thinking about processes for senior living we can automate.

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**4) Do you have responsibility for Data Management?** no

**Do you plan to add or expand data management initiatives in the next 12 months?** no

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

**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):** 0

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

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

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

**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):** currently we're thinking about api's and automation testing for the development and implementation of them.

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**6) Do you have responsibility for Communication Systems?** no

**Do you plan to add or expand communication system initiatives in the next 12 months?** no

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

**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):** 0

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**7) Do you have responsibility for Network Systems?** no

**Do you plan to add or expand network system initiatives in the next 12 months?** no

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

**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):** 0

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

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

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** APIsDigital Transformation (Analytics, AI)IT Service Management (ITSM),

**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):** again automation, and workflow, learning about current itsm tools.

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



**Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months?** no

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

**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):** we recently purchased a new lms.

