

**Montefiore Health System** - montefiore.org - phone: 0,

0, NY

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Other emails: 0, 0

LinkedIn: 0

Contact 2 Info: 0 - 0 – 0, 0, 0

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Other emails: 0, 0

Total annual spend for IT and cybersecurity development measures for your company: 10 million

Industry Sector: Healthcare / Hospital

What are key products or services offered by your company? Ambulatory and Hospital patient care, Educational Services via the College of Medicine, and Research.

How many people are employed by your company? 10,000+ employees

What is the current annual revenue for your organization? \$5B+

How many business locations do you maintain company hardware and equipment such as servers...? 300+

How many people are in your IT Department? 800

How many people are on your IT security team? 20

Number of Contact Center Seats: 40

What is your current Operating System? Windows

Who is your current ERP vendor? SAP

Who is your Cloud Service Provider? Azure

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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? no

Do you plan to add or expand cloud solution 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 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): 0

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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?: no

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**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** Artificial Intelligence Machine Learning 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):** transforming the operation to an ai-centric, shift-left strategy, focusing on dex and improving customer experience, leveraging automation and rpa specifically to reduce workload for it.

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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:** 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):** 0

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**5) Do you have responsibility for Software/Application Development and Management?** no

**Do you plan to add or expand software / application development 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 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):** 0

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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?** no

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** , Call Centers, Digital Transformation (Analytics, AI), Digital Worker, IT Service Management (ITSM), Staffing / Recruiting

**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):** how to

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shift to level zero support, knowing that this requires automation of work, and engineering resources in this space may be a challenge. finding appropriate expertise and cost-effectiveness balance.

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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 Asset Management,Leadership coaching,Team Efficiency and Effectiveness Training,Workload Prioritization/  
Employee Burnout Prevention

**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):** staff burnout is a challenge, especially in healthcare it. the pandemic has turned healthcare upside down, and those serving those who are providing critical care are exhausted. work load has gone up tremendously, and the reactive situation we're in has forced us to forgo much of the work done to charge forward in an innovative way, simply because we just don't have the means to do this with the staff and budgets we currently have.

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