Scantron Technology Solutions: Preferred IT Service Provider

MatrixCare, the market-leading, certified Electronic Health Record solution for the long term and senior care continuum, has a long history of partnering with Scantron Technology Solutions (STS), a leading nationwide provider of managed IT solutions, managed print services, and hardware maintenance solutions.

MatrixCare recommends STS as a preferred IT service provider because of the critical support — both onsite and remote — it provides to organizations who have limited or no in-house IT resources. At more than 52,000 sites nationwide, customers use STS to keep their organizations running smoothly and productively.

By selecting STS as your technology solutions partner, you gain immediate access to experts in IT security, network administration, onsite hardware maintenance, print fleet strategy and optimization who also know how to help healthcare facilities stay complaint. You can rest easy knowing that you have the right team maintaining your IT environment, and they'll recommend and support the right devices for your needs.

affianceSUITE™ Managed IT Services

Designed to handle everything from fixing a frozen computer to monitoring a computer system to providing secure email services in a subscription based program. The affianceSUITE solution ensures that IT support is a predictable and managed expense and also includes:

- Solution design services
- Security administration
- Proactive network health monitoring
- User account management
- Hardware and software support
- Helpdesk- remote and onsite

Through STS security offerings, our customers also have access to security services like firewall management, vulnerability scanning, HIPAA compliance consulting, security policy development, and ongoing staff education services.
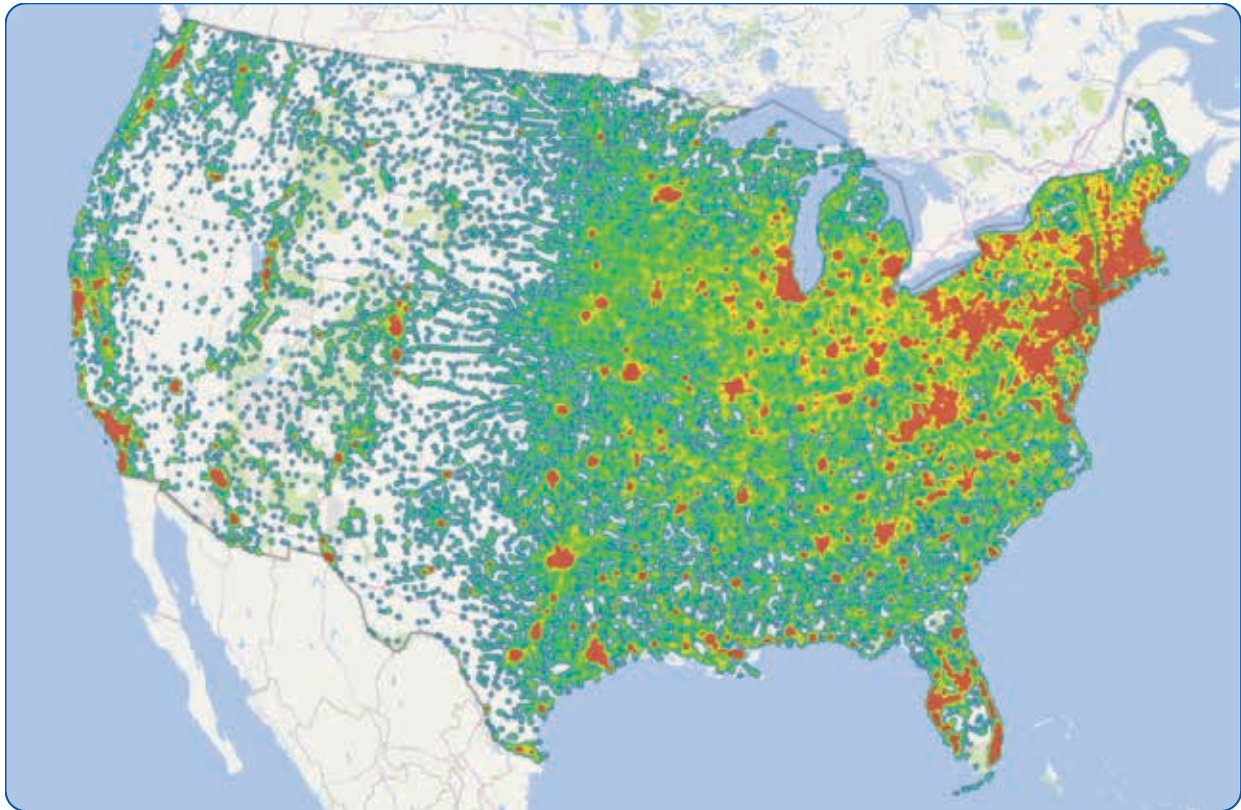
Managed Print Services

Developing and implementing an effective, holistic print strategy yields significant measurable results and reductions in the total cost of ownership. Healthcare providers including hospitals, post-acute care centers, and long-term care centers alike benefit from a STS managed print program through:

- Reduced total print volume, plus asset consolidation and reduction
- Secure and confidential documents protected
- Complete visibility and control of your true print environment costs
- System-generated reports providing data driving optimization
- Reduced consumable (ink, toner, paper, etc.) costs
- Vastly improved utilization of print assets
- Reduced color printing costs and/or elimination of externally sourced printing

Hardware Support Services

STS employs more than 165 Field Service Technicians strategically placed across the country to provide onsite maintenance support where 95% of the US population resides. All STS technicians carry territory-specific parts for printers, copiers, servers, and workstations. STS Device as a Service (DaaS) combines hardware sourcing, deployment, support, and lifecycle services into one solution for a predictable monthly fee. By working with STS, we're confident that our customers have highly performing and highly available IT environments.

Partners with Exceptional Support

The partnership between MatrixCare and STS ensures that long-term care operators receive exceptional customer service and world-class IT support, regardless of need or location. This relationship simplifies the world of long-term care operators and relieves the administrative burden of systems reliability.

If you are a MatrixCare client today and interested in understanding how STS might be able to help you, please contact Jillian Dabovich at jillian.dabovich@scantron.com, or call 420.697.3233 to be connected with your local STS representative.