

**Anthelio Healthcare Solutions Announces Expanded Level 2 National Service Desk Operations
At HIMSS15 Annual Conference & Exhibition**

*Opening of third Level 2 Service Desk in Dallas provides expanded application support to
Anthelio's growing customer base*

Dallas, Texas, April 13, 2015 —Anthelio Healthcare Solutions, the largest independent provider of technology and services to hospitals, physician practice groups and other healthcare providers, announced today at the HIMSS15 Annual Conference & Exhibition that it is expanding its National Service Desk operations by adding a third Level 2 Service Desk. The state-of-the art facility will be located at Anthelio's headquarters office in Dallas, TX, and will provide 24/7 clinician, financial and customized physician application support. Grand opening is scheduled to launch June 1st; the Level 2 operation will be the company's third Service Desk, with others located in Flint, MI, and offshore in Hyderabad, India.

"We are excited to expand our National Service Desk operations here in the U.S.," said Asif Ahmad, CEO of Anthelio Healthcare Solutions. "In today's competitive environment, the efficient use of information provides healthcare organizations many strategic advantages as well as supporting care delivery, so it is critical to minimize the impact of service interruptions. Our third 24/7 Level 2 Service Desk offers customers the ability to resolve complex incidents within the shortest time possible, while saving them the expense and hassle of maintaining Level 2 support. They can leave the worry to us, and concentrate their time and resources on what they do best—delivering quality care," he concluded.

Anthelio's Level 2 Service Desk provides many significant benefits to customers, including:

- Customized physician support line
- 24/7/365 clinical and financial comprehensive suite of application support
- Application support for primary EHR systems, such as Allscripts, Cerner, Epic, McKesson, and Meditech
- Knowledge management/reporting and metrics analysis
- Highly skilled professionals who have experience in networking, PC hardware and IT services
- Certified staff certifications include A+, TCP/IP, and MCP for Windows
- Cost savings by partnering with Anthelio, saving limited resources for goals more closely associated to the delivery of quality care
- Interactive Voice Response prompts for direct access to immediate assistance
- Easy access via, phone, email, and a self-service portal

Anthelio has a history of performance excellence in the Service Desk arena, supporting over 100,000 users while servicing over 75,500 end-user devices in 3,500 locations. The company handles 55,000 calls per month, and takes pride in achieving a first call resolution rate greater than 80 percent with an average CSAT score of 9.25 out of 10. Anthelio's IT service and support is streamlined by utilizing industry standards, best practices, proven processes and industry-leading Information Technology Infrastructure Library (ITIL) methodologies. Anthelio's National Service Desk manages and reports on five industry-leading Key Performance Indicators

(KPI's) to insure delivery of consistently high service levels and customer satisfaction. The company is dedicated to service excellence, striving to exceed expected service levels, rather than just achieve them.

Anthelio encourages all HIMSS15 attendees to drop by their booth, #7132, to learn more about their Level 2 National Service Desk offerings and the many benefits it can provide to healthcare organizations in today's challenging healthcare landscape.

About Anthelio Healthcare Solutions

Anthelio® is a driving force in the healthcare industry and is the largest independent provider of healthcare technology solutions to hospitals, physician practice groups and other healthcare providers. By provisioning hospitals in over 450 counties across the US with innovative solutions in the areas of IT, EHR, HIM, Patient Engagement, Enterprise Interoperability (EI) and Healthcare Analytics & Informatics (HAI) services, Anthelio impacts quality care to over six million patients. Powered by cutting-edge technologies and thousands of healthcare professionals with extensive clinical and operational experience, Anthelio drives high value for over 20,000 physicians and nurses in hundreds of healthcare organizations supporting their annual revenue of over \$12 billion. Anthelio is headquartered in Dallas, Texas. Visit www.antheliohealth.com for more information.

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