

CereCore International

Who We Are | What We Do

2026



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ABOUT CERECORE INTERNATIONAL

THE LINK TO LIFE-SAVING CARE

Our IT services are focused on a single purpose: to be the link to life-saving care in every community we touch.

Our Services

EPR and
Application

Support and
Help Desk

IT Infrastructure
& Data Services

IT Advisory

IT Staffing

Supporting

>600

Clinical and Technical
Professionals

>400

Hospitals Supported

>3,500

Care Settings Supported

>1,022,000

Calls Answered
and Counting*

*Since 1/1/2020

Our Expertise



Hundreds of certifications including: MEDITECH, Epic, ITIL, Six Sigma, PMI, CHCIO and more.



Clinical Disciplines in nursing, health informatics, pharmacy, radiology, and even doctorates.

Awards

Modern Healthcare
Best Places to Work™
2020 – 2021 – 2022



Outstanding 2024 KLAS Rating in Managed IT Services

TIMELINE

Our legacy and future

1993

Functioned as enterprise implementation department for HCA Healthcare responsible for more than 300 deployments of MEDITECH, Supply Chain, and General Financials system.

1999

Led divestiture efforts and provided ongoing support for close to 60 hospitals. Walking hospitals through the technology transitions of merger and acquisition (M&A) requires well-coordinated and holistic IT best practices.

2008

Spun out as a wholly-owned subsidiary of HCA Healthcare. Focused primarily on MEDITECH hosting, implementations, managed services, and support.

2013

Expanded services to include level 2 application support, legacy application support, and EPR staffing.

2023

Launched CereCore International to enable digitisation efforts across the UK, and the world.

2021

Added IT asset discovery and analysis. Offering arguably the most comprehensive set of IT services for health systems.

2020

Introduced Core Solutions (EPR accelerators) and expanded support to include patient portals.

2019

Rebranded to CereCore. Launched advisory services and fractional chief information officer (CIO) leadership.

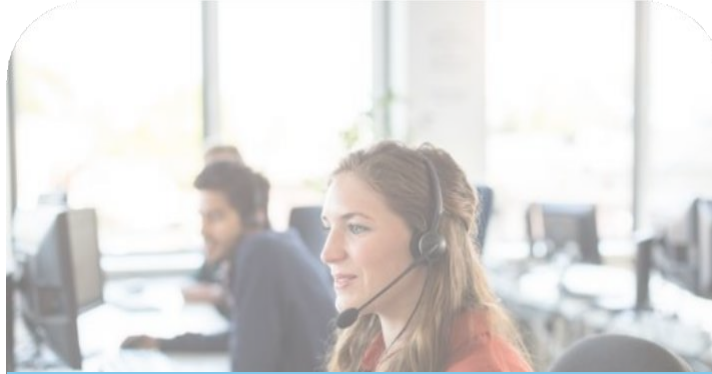
2015

Launched additional services: IT Staffing, IT help desk and Epic services.

OUR SERVICES



EPR & Application



Support & Help Desk



IT Infrastructure & Data



EPR Optimisation



IT Advisory



Security & Cloud Services



EPR & Application

End-to-End Services from an Operator Perspective

- Partner approach with successful implementations in over 300 facilities
- Complete lifecycle of EPR services from assessment and planning to managed services and ongoing support



Support & Help Desk

Outsourced Support That Delivers Value

- Focused on seamless processes between services teams to drive quality and satisfaction
- Management with over 110 years of in-hospital experience
- Per-incident model controls costs and drives accurate resolutions the first time



IT Infrastructure & Data

Maximise your IT Investment

- Average team member experience of >20 years with health system technology
- Proven solutions and methodologies from projects in the nation's most efficient hospitals
- Operator heritage defines culture and commitment to long-term partnerships



EPR Optimisation

Post-Live Optimisation Made Simple

- Effective solutions and dedicated support
- Optimisation advisors and mentors available to identify and guide you through your optimisation processes and projects
- In-depth knowledge of EPR roadmaps and upcoming cutting-edge features

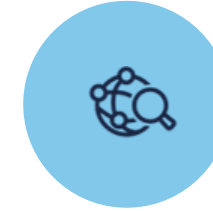


IT Advisory

IT Advisory From An Operator Perspective

- Delivered from experienced health system CIOs
- Based on industry-standard IT governance methodologies
- Flexible options from focused assessments to interim CIO programs
- Operator heritage defines culture and commitment to long-term partnerships

98% Client Satisfaction



Security & Cloud Services

Digital Assurance Through security & Cloud Excellence

- Assurance that our ICT defences meet the Cyber Essentials implementation profile, providing a baseline of security against common cyber threats.
- Regular and thorough risk assessments to identify potential vulnerabilities and threats.
- Solutions that align with specific client needs and regulatory requirements.

TECHNICAL & CLOUD SERVICES - *FOCUS*

Our technical services professionals help clients integrate applications and data and achieve business continuity reliably and securely.

IT Design and Deployment

We help clients speed the delivery of new IT capabilities with the support of our IT experts.

- IT project planning and management
- Network design and engineering
- Applications readiness and testing

Data and Interoperability

We help clients deliver essential data for clinical care decisions by making sure systems are designed to perform in worst-case scenarios, join up data across the organization, and ensure data integrity faster and easier.

Business Continuity and Cloud

We help clients save and store data properly and to test disaster recovery plans so their staff can resume system use quickly. Whether they choose to migrate, streamline, or take data centres virtual, we help design, deploy and manage:

- Data centre compute and storage planning
- Backup and disaster recovery
- Cloud and data migration

What Our Clients Say About Us

What I would like to say – the most important bit – is about relationships and partnership and building trust. We met at the MEDITECH User Network (MUN) conference in Liverpool last year. And at that point, we were faced with a couple of challenges. One was resources and skillsets. It is a constrained market. We often pill on the same resources in the NHS. What stood out for CereCore was you have got the skillset. You have got that knowledge base and you understand the products. That was quite compelling for us.

Matt Connor

CIO | Liverpool Women's NHS Foundation Trust



Having their partnership has been very valuable. That is unique – a true partner. They don't just do an install and then leave. All they do is healthcare. They are not just an IT vendor. They understand the clinical flaws and the issues we have. They're all pretty much former hospital employees and they get it.

Jeremy Taylor

CIO | Thomas Hospitals

I have seen the value first hand in a partnership. Sometimes as an organisation you have to take a step back and determine should we develop this as a core competency. Or, should we leverage a partner that's already solved this and can do it at scale so that we can focus on areas we do want to be our core competency.

Varun Gadhok

CIO | Surgery Partners

The fact that I have staff comping to work who are fully rested and who don't get pinged with four different phone calls or password resets is a huge deal for us. I would definitely say that we get out money's worth.

Director | KLAS review, September 2022



THANK YOU

Contact us



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