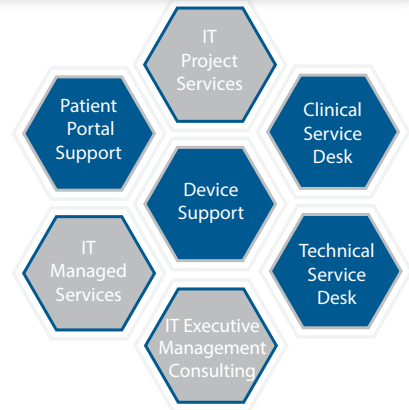




TALON

Healthy IT Services



Healthcare IT Specialists

TALON provides comprehensive medical IT solutions, customized to meet the specific needs of our clients and deliver reliable IT resources 24/7/365.

TALON understands the ever-changing demands in healthcare and offers complete technical expertise so you can focus on patient care and core business functions.

Customer Focus

TALON provides Information Technology Solutions to improve business processes. Our clients benefit from industry relationships and a commitment to long-term partnerships.

Community Involvement

TALON employees are world-class individuals with a vested interest in our unique culture that encourages personal growth and service to community.

Commitment to Excellence

TALON provides proven and successful solutions, tailored to meet client needs, at the right time at a reasonable cost. We succeed by building long-term, meaningful relationships with all of our clients.

PATIENT PORTAL SUPPORT

TALON provides 24/7/365 patient-facing support for portals such as MyChart. We deliver an advanced end-user support environment that resolves multi-level issues quickly and improves overall patient satisfaction.

TECHNICAL HELP

TALON'S technical desk is staffed with highly skilled agents that have experience across many technical platforms. First Contact Resolution is critical in helping our clients save time, resources and money.

CLINICAL HELP DESK

TALON'S clinical desk addresses first and second level support issues and provides a high level of First Contact Resolution. The clinical support team shares a broad knowledge of healthcare and specific EHR systems. They are able to address end user support issues without escalation to application support teams.

DEVICE SUPPORT

TALON'S device support service is an on-site service that addresses the need for hands on break/fix assistance for computers, tablets and mobile phones. Our expert technicians have a wide range of experience and industry certifications.



EAST
201 North Broad Street, Suite 301
Winston-Salem, NC 27101

MIDWEST
W223N720 Saratoga Dr.
Waukesha, WI 53186

“ **TALON'S** technical support has been exceptional – both in response time and ability to understand our issues. The service and professionalism that **TALON** provides has met and exceeded our expectations.

~ Midwest Healthcare Client

”

