



Epic Quarterly Upgrade Strategy

Find out how to streamline your upgrade processes

Prominence's Epic Advisors are some of the nation's best and brightest Epic experts in the country. With hundreds of upgrades under our belt and dozens of customers successfully transitioned into the new quarterly upgrade cycle, we can help you smoothly transition into Epic's new release cycle. From project management to application configuration to reporting impact remediation, our team can lead, assist with, or completely manage your upgrade cycles to free up valuable IT resources for higher priority projects.

Benefits to Quarterly Upgrades

- Provide end users the latest features more quickly
- Create a consistent and predictable implementation timeline
- Reduced system freezes: 1.5 to days instead of 7 days
- Reduced system downtime: 30 minutes instead of 4 hours
- Combined standard SU package with upgrades

Project Deliverables

- Assess your current upgrade strategy and develop a transition plan for moving to a quarterly upgrade cycle.
- Develop a rolling 18 month roadmap for implementing upgrades and new functionality, and align with other major IT initiatives.
- Manage all aspects of your build, testing, training, and deployment of new functionality as part of your upgrades.
- Assess and resolve reporting impacts from upgrades.
- Assess strategy for incorporating end-user requested changes into your upgrade cycle.
- Assess resourcing strategy for maintaining a quarterly or six-month upgrade cycle.
- Develop partnership with key stakeholders to manage expectations of each release cycle.