



## **PRESS RELEASE**

*For immediate publication*

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### **CSSS HAUT-RICHELIEU – ROUVILLE AND ESI TECHNOLOGIES SIGN AN UNPRECEDENTED RISK SHARING AGREEMENT**

**CSSS is counting on management and network technologies  
to make its integration a success**

**Montréal, January 9, 2006** — The Centre de santé et de services sociaux Haut-Richelieu – Rouville (CSSS) recently signed an innovative partnership agreement with IT services company ESI Technologies to guarantee the integration of its 14 local service points. This 3-year agreement takes the form of a close partnership between the two parties.

Signed in October 2005 after an open tender process, the agreement proposes a unique form of managed IT services, where both parties consent to share the risks and the savings that are expected to be generated by this collaboration. The CSSS has entrusted ESI with the management of its entire networking, telecommunications and technical support activities and the savings generated by this mandate will be reinvested into the CSSS' informational resources.

“We wanted to find a real partner: one who could give us advice on a new management model and who would agree to share the risk”, explains Daniel Burgoyne, IT Resource Manager for the CSSS. Through this agreement, ESI becomes the exclusive provider to the CSSS, whereas there were three providers before the merger. CSSS management hopes to simplify the handling of information resources and standardize its operations. According to Daniel Burgoyne, “This is the first time that an agreement in the Haut-Richelieu – Rouville territory has gone this far in terms of risk sharing for health care, and to my knowledge, the first time in Quebec.”

Given the current environment of tight budgets in the health care industry, which is a sector where establishments tend to optimize the use of their resources, change management plays a crucial role. The CSSS Haut-Richelieu – Rouville was created in July 2004 after the merger of three regional establishments. The success of this project, which aims to continue to provide the population with quality services, will only be possible with the daily exchange of real-time information between the establishment's various facilities. The sharing of technological infrastructure among these facilities will ensure the fluidity and timeliness of information exchange, and will also generate considerable savings, another important element of the reengineering process. This is the context in which CSSS IT resource management decided to collaborate with a partner who could help them to make the necessary changes.

This agreement differs from traditional facilities management mandates in that it also foresees the provision of consulting services by ESI. It was critical for the CSSS to choose a firm that had an excellent knowledge of the healthcare network, as well as the private sector, in order to benefit from ongoing technological breakthroughs. According to René Parent, Manager of the Healthcare practice at ESI, “The healthcare network is currently facing a unique challenge as the manager of first-line services in Quebec and ESI hopes to use all of its expertise and resources to the benefit of the network in order to successfully contribute to this type of large-scale organizational reengineering project, which is the first of its kind in Québec. We are ready to share in every target that the CSSS Haut-Richelieu – Rouville sets for its success.”

ESI’s interventions will prioritize the assurance of efficient security and storage, along with the secure the useful longevity of data and assets.

### **About CSSS Haut-Richelieu – Rouville**

The CSSS Haut-Richelieu – Rouville was created in July 2004 after the merger of three regional establishments: the CLSC Richelieu and the Centre Rouville; the CLSC and CHSLD Champagnat in the Vallée des Forts; and the Hôpital du Haut-Richelieu. The mandate of the CSSS Haut-Richelieu – Rouville is to meet the three complementary service offers that are proposed in its mission: those of a hospital, a CLSC, and a long-term care centre. Located in the Montérégie region, this establishment comprises 14 local service points throughout its territory, employing close to 3,300 employees and 300 physicians, and serving a population of 160,000. Its annual budget is close to \$170 million. The CSSS Haut- Richelieu – Rouville is one of the largest healthcare centres in Québec.

### **About ESI Technologies**

ESI Technologies specializes in developing and managing profitable, efficient, flexible, and secure IT infrastructures in response to the business needs of their clients. It has collaborated with many healthcare establishments in order to help to enforce the measures planned in the Cadre global de gestion des actifs informationnels (CGGAI), which was published by the Ministère de la Santé et des Services sociaux in September 2002. ESI offers consulting services and implements technological solutions that ensure the security, availability, and performance of data, applications, and critical networks. ESI Technologies also designs and integrates Web and Windows applications in Microsoft’s .NET environment. Thanks to its proprietary Windows application **ACTION**, ESI also offers an integrated suite of flexible, user-friendly, and scalable management solutions. ESI Technologies is based in Montreal, with offices in Québec City and Toronto.

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