Stemp Systems Group provides Outsourced IT Support to their Medical, Legal, Real Estate Development, Construction and other Clients, with a focus on Key Business Applications, so Clients can focus on growing their Businesses

Business Consulting Services EHR Implementation Consulting and Outsourced IT Management Services

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Morris W. Stemp
CEO

BIO:
Morris Stemp is the CEO of Stemp Systems Group, an outsourced IT management company which he founded in 1986. He is also the author of The EHR Guru and a contributing columnist on subjects related to healthcare technology in Dermatology World, the monthly publication of the American Academy of Dermatology. Already a CPA and MBA, he earned the designation of Certified Professional in Healthcare Information and Management Systems (CPHIMS) in 2010. He is a nationally recognized expert in the areas of selection, evaluation and implementation of accounting systems. Morris has been successfully implementing integrated accounting, payroll, manufacturing and office productivity systems since 1982, formerly as an audit manager and consultant with the firm of KPMG Peat Marwick.

About Stemp Systems Group:
Stemp Systems Group is a passionate team of technical wizards who have been taming technology since 1986. Today, almost 100 medical practices and community health centers, law firms, real estate development organizations, and construction companies trust Stemp as their outsourced IT management and support experts because they are a dedicated business partner who's deeply committed to exceeding expectations. They have the rigor to do things right through exacting standards and leadership-style thinking, and do it all with honesty, integrity and transparency.

Interview conducted by:
Lynn Fosse, Senior Editor
CEOCFO Magazine

CEOCFO: Mr. Stemp, would you tell us the concept behind Stemp Systems Group?
Mr. Stemp: Stemp Systems Group is an outsourced IT support organization providing a broad range of IT resources to our clients who generally are not large enough to warrant their own IT department, yet still have extensive and ongoing IT needs. We have a strong focus on supporting client applications and providing a high level of application expertise and support that the vendors themselves typically do not provide.

CEOCFO: What are the industries of focus for you?
Mr. Stemp: We provide services to a lot of medical practices, law firms, real estate development companies, and construction companies, and we are experts in the software applications that are used in those industries. In fact, I wrote a book called The EHR Guru, a parable about transitioning from a paper based medical practice to electronic medical records.

CEOCFO: What has changed most in the way medical practices have to act, and how you are dealing with them?
Mr. Stemp: Medical practices have more legal obligations now than ever before, in terms of documenting patient care, and meeting privacy and security regulations. They need to comply with meaningful use which is a set of standards defined by the Centers for Medicare and Medicaid Services that provides some incentives in terms of some bonus money for the implementation and meaningful use of electronic health records. These standards include HIPAA privacy and security regulations and the requirement to have a disaster recovery plan. All of these requirements put a huge burden on medical practices and increase the need for comprehensive IT services. Stemp Systems manages the implementation of the EHR system and provides customization and training in its use. We also help practices to design and implement a dis-

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aster recovery plan. To ensure that they will survive a HIPAA audit, we help them to meet the administrative, physical and technical requirements to secure Protected Health Information, and help medical staff to learn the compliance process, formulate security policies and prepare necessary documentation.

CEOCFO: How are you able to help your clients cope?
Mr. Stemp: Every aspect of our clients' workflow involves technology. Frequently it involves an integration of technologies. When there is a problem, it is sometimes difficult to identify exactly where the problem is. In diagnosing the problem we ask: Is it a specific user's workstation? Is it something with the software? Maybe it is something with a recent upgrade of their application or an incompatibility with a recent Microsoft upgrade. Our focus is to manage all of these applications, integrations and hardware, and to provide fast access to a single source of technical support for any type of issue. Additionally, since we support many clients in our industries of expertise, it is likely that we may have already seen a particular issue come up at a number of our clients. We are able to apply the knowledge that we learned from working with other clients to help another client experiencing a similar problem.

CEOCFO: Do you make recommendations as well as to what software they should be using, or do you work with them with what they have?
Mr. Stemp: We come in at various stages with our clients. Some clients already have all of the technologies, and they are just looking for a higher level of support than they might be getting from their existing support system. Other clients are getting ready to change their primary business application, such as a medical practice moving to a new electronic medical record (EMR). In fact, we have read that approximately 50% of EMR users will be changing their EMR system within the next couple of years. We do get involved in making recommendations, but one thing we do not

do is we do not sell any of these programs. Most of the EHR and practice management programs are sold directly by the vendors themselves, but the vendors do not provide the level support that most practices need. So we get involved to help with the implementation and provide support to the clients.

CEOCFO: According to your website, one of the main points is that people trust you. Why?
Mr. Stemp: One reason people trust us is that we are vender agnostic. We do not push one particular program over another because of a relationship with the software vendor. Another reason is that we are very transparent when we tell the clients what their problems are. Unfortunately, most clients do not have budgets to resolve all of the issues we uncover, and some have a tendency to minimize a recommendation we might

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make so that it fits within their budget. So I think that clients trust us because we make smart recommendations and give them choices. In addition, we are very responsive. We have a 24/5 plus Sunday operation. We have somebody working every night in our office - a full-time person who just focuses on patching our clients' systems to keep everything stable, secure, and performing optimally and who answers night-time support calls. We work very hard to keep our clients' systems operational. We aim for zero unplanned downtime.

CEOCFO: You have some interesting aspects of your company culture. You have "Grow", "Collaborate", "Passion for Challenge", "Be Genius", "W@CKI Wanted"—I have looked at a few of the sections, and it is a little different than some others. What do you see as the corporate culture that leads to the success you have had?
Mr. Stemp: First of all, we are very passionate about what we do. We will never tell a client something cannot be done. We will figure out some way

to do whatever it takes. In the end, we are focused on keeping our clients' applications running, and we certainly recognize that not having systems running is really not an option. That passion of exceeding expectations and executing with the highest levels of excellence is something that we really focus on. We also very strongly believe in collaboration. Technology is too complex nowadays and there are just too many integrations and too many nuances for one person to know everything there is to know. We focus to a very strong extent on the process of collaboration, whether it is about a particular client's operation, or whether it is regarding particular technology. We also focus on independent learning and growth. Our collective staff has over a hundred thirty certifications including the highest level Microsoft server certifications and VMware certifications. I am a CPA and we have a PMP - project management professional on staff. While certification itself does not indicate that you necessarily know the work, it is an independent measure of a certain level of knowledge within the particular subject matter. Finally, we like to engage with our clients in fun ways. Our last core value is wacky, and it is spelled in a wacky way as well. One of the ways we do that is we have two hiking trips a year – a fall and a spring hike, and we invite our clients and vendors to join us on those hikes. We also have a summer rafting trip that we also invite our clients on. We enjoy spending time with our clients in ways that are outside of the norm, and certainly outside of the business environment.

CEOCFO: How do you reach new potential customers?
Mr. Stemp: That is always a challenge. Most of our clients come to us through referrals. We obviously promise to provide the same level of service to the new client that the client who is referring us has experienced, which is why clients want to refer us to their friends and business associates. We also get business from some of the key vendors that we invest in. And when I say invest, I mean that literally, because in order to be-

come an expert in any given product or technology, you have to spend a lot of time learning that technology. I mentioned certifications earlier, and we do spend a lot of time at vendor training programs learning their technologies. When the vendors see that we really understand their technologies, and they have confidence that we can implement their technologies successfully, they want to refer us to their clients and prospects. So we get referred by both clients and by vendors.

CEOCFO: How is business these days?

Mr. Stemp: Business is actually very good. It is picking up. The level of referrals is picking up, and we are making a much stronger push to work more closely with our vendors to generate more business.

CEOCFO: Why should investors and people in the business community pay attention to Stemp Systems? What makes you special?

Mr. Stemp: I mentioned earlier our focus on applications. There are many companies out there that work with their clients; they can fix their hardware, they can monitor their systems, and when something is about to go wrong, jump in there. But in addition to providing this service, our focus is really on optimizing the applications, making them run the best, and working with their application vendors to provide the highest level of support, because in the end, the clients are looking for their applications to run. They do not have hardware because they love to collect computers and servers, and have them running in their office. They have their hardware because they have a job that they have to do within their organization, and that job is supported by what we call "key business applications" that they are running. Our focus is keeping these key business applications running in the optimal way, and if there is an issue with them, it is being able to drill down to the various components of those key business applications to quickly restore service to the clients.

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