ActioNet solutions are built on **People, Innovative Processes, Technology** and **Partnership**. ActioNet has established an outstanding track record of creating continuously forward-looking, cost-effective IT solutions, meeting such Federal mandates as 'cloud-first' initiatives. Our ActioNetCloud® family of service offerings includes:

- ➤ **ActioNetDesk®**
- ➤ **ActioNetAgile®**
- ➤ **ActioNetHosting®**
- ➤ **ActioNetMobility®**
- ➤ **ActioNetCyber®**
- ➤ **ActioNet360®**

For a complete list of ActioNet-Cloud® Solutions, visit www. actionet.com/Solutions/ ActioNetCloud.asp

ActioNet's Core Values center on Customer Service, Employee Growth and the Quality of our Work. We continually invest in our people and our capabilities with a continual process improvement focus based on ISO 20000, ISO 27000, ISO 9001, HDI and CMMI® Level 3. We are proud to have **over 400 ITIL v3 Certified Professionals and over 80 Project Management Professionals (PMPs)**.

The key to successful transformation into a performance-based, customer-focused organization is clearly defining the current state of the organization and building a detailed roadmap for improving service delivery.

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ActioNet

ActioNet Wins 2014 ACG National Capital Corporate Growth Award

ActioNet, Inc. has been honored with the 2014 Association for Corporate Growth (ACG) National Capital Award in the Over $250M Revenue Category, the highest of the growth categories. The winners of the 2014 Corporate Growth Awards were honored and announced at a black tie gala at the Ritz Carlton Tysons Corner. Over 400 of the leading corporate executives serving the Washington metro business community were in attendance. The awards recognize the enterprises and individuals in the National Capital region that have exhibited excellence in corporate growth and dealmaking over the past year.

"This win is a tremendous honor in our journey of "Turning Vision into Action". This award belongs to ActioNeters who share our core values of making our customers and each other successful. Giving back to our community and helping others achieve their dreams are an important part of our journey together," said Ashley W. Chen, President and CEO.

About ACG National Capital

ACG National Capital, a chapter of the international association, ACG (Association for Corporate Growth) that serves Washington, D.C., northern Virginia and southern Maryland, drives middle-market growth and increases deal flow. It provides unparalleled opportunities for networking, deal making and professional development for individuals involved in building corporate value through strategic partnerships, organic growth and capital funding.

ACG National Capital's veteran leadership and its over 400 members have participated in nearly every M&A transaction completed recently in the D.C. metro region. For more information, visit www.acgcapital.org or the ACG online publication at www.acgcapitalblog.com.

ActioNet Supports Hawaii's Pearl City High School's Robotics Team
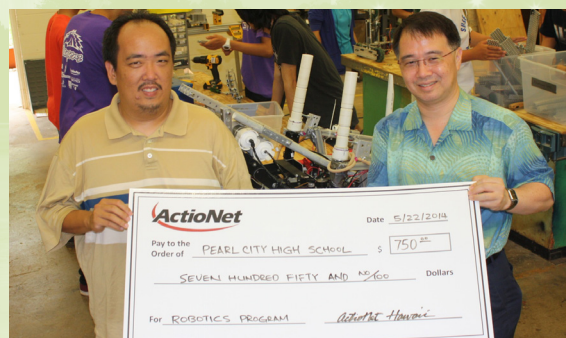
Left: *Mr. Hai Nguyen, PCHS Robotics Advisor;*
Right: *Mr. Gerald Greer, Vice President, Global Operations*

PRESIDENT'S NOTE

Dear Friends,

ActioNet is proud of its continued growth and recently received the ACG Corporate Growth Award in the over $250M revenue category, which could not be achieved without the outstanding ActioNeters we have across the US and around the world. This quarter, ActioNet is proud to have supported the Purple Heart campaign and the Pearl City High School Robotics Team.

The foundation of our success is our Corporate Culture, which emphasizes caring and sharing. One of our Core Values is to "make our customers and each other successful". We are closely aligned with our customers' missions in helping them deliver services to all of us. We are interconnected in so many ways and are excited about the future of our industry.

Ashley W. Chen
President & CEO

IN THIS ISSUE

Turning **VISION** into **ACTION**®

That Little Fruit Bowl....We Care

By Ashley W. Chen, President & CEO

I was born on a small subtropical island in the Pacific. My Grandparents ran a local Winery using Red Sorghum, Sweet Potatoes, etc. My Dad inherited the operation & turned it into a distributor for Wine & Fruits. As a result, we had an abundance of fresh fruits at home all the time. We greeted our guests with tea and fresh fruits — sorry, no chocolates ☺. I am the youngest of seven children. All 4 girls in my family have great skin. We all joked around that it must be the fruits we had been eating all year long!

When I founded ActioNet in 1998, I continued the family tradition to always have "That Little Fruit Bowl" in the kitchen which is filled with seasonal fruits: Red Delicious Apples, Granny Smith Apples, Bananas, Kiwis, Oranges, etc. Once in a while, I will add some exotic varieties, i.e., Star Fruits, Pomegranates, Lychees, etc., which became a great conversation piece. Some of the fruit varieties require preparation for sharing, i.e., Pineapples and Papayas. I love to see ActioNeters "share the fruit of our hard labor"! At ActioNet, we cultivate a culture of people eating healthy, projecting a positive image, great energy and a caring environment:

"...there is a little fruit bowl filled with fresh fruit all the time and there are always ActioNeters who care about each other!"

"What is this" starts the conversation

"How to eat it" allows us to keep an open mind

"It tastes so good" allows us to accept the difference and bring us closer together

"The first challenge for healthcare organizations is figuring out what types of data queries might be beneficial."

Big Data – Is it the Future of Healthcare?

By David J. Broyhill, Director, Global Operations/NCR

While hospitals and other healthcare providers continue to use data for decision making to some degree, they have significantly lagged behind other industries in mining Big Data sources such as Electronic Medical Record and clinical data. With the looming demand of Accountable Care Organizations and surge in technologies that enable capturing massive amounts of medical information on patients, procedures and medical processes, the time is now right for healthcare providers to catch up with the rest of the world and make use of their new oil to drive operational efficiencies and improve the quality of care for their patients.

At the heart of many healthcare industry debates is what to do about data: how to realize its value for quality care, bending the cost curve, how to share it and how to secure it. Healthcare providers face significant obstacles in implementing analytics, business intelligence tools and data warehousing. While other industries are already leveraging their data assets to improve efficiencies and make more informed decisions, the healthcare sector has perhaps the most work to do but can also benefit the most by effectively leveraging Big Data. A 2011 McKinsey report estimated the healthcare industry can potentially realize $300 billion in annual value by leveraging Big Data. Healthcare organizations can create tremendous value by digitizing, combining and effectively using these pools of data. For example, the U.S. Department of Veterans Affairs, Kaiser Permanente, and the United Kingdom's National Health Service have all demonstrated early success by capturing value from Big Data. In order to do so, the healthcare industry must establish proven strategies and best practices to conduct the advanced analysis necessary to generate real insights because health data is rarely standardized, often fragmented, or generated in legacy IT systems with incompatible formats.

Healthcare organizations are in a unique situation to make the best use of Big Data. Even a small healthcare provider probably has databases for things like patient health records, billing and payment information, employee HR records, vendor contacts, and supply inventory—and that covers just your standard files. The real challenge behind Big Data is deriving meaningful insight from the data through business analytics. This seems simple enough, but it can actually be a tall order.

The first challenge for healthcare organizations is figuring out what types of data queries might be beneficial. Data can cover a wide variety of factors. The true benefits of Big Data can be realized only when queries can sort through the data that represents meaningless noise and find the data that reflects useful business trends; the data becomes valuable only when it is combined with business intelligence.

Over the last decade, pharmaceutical companies have been aggregating years of research and development data into medical databases, while payers and providers have digitized their patient records. Fiscal concerns, perhaps more than any other factor, are driving the demand for Big Data applications. After more than 20 years of steady increases, healthcare expenses now represent 17.6 percent of GDP. While healthcare costs may be paramount in Big Data's rise, clinical trends also play a role. Physicians have traditionally used their judgment when making treatment decisions, but in the last few years there has been a move toward evidence-based medicine, which involves systematically reviewing clinical data and making treatment decisions based on the best available information. Although the healthcare industry has lagged behind sectors like retail and banking in the use of Big Data—partly because of concerns about patient confidentiality—it could soon catch up.

That Little Fruit Bowl

One of our Core Values is "We strive to make our customers and each other successful". It is not about ME, but WE.

Fruits don't last very long and need to be consistently replenished. "Continual improvement" is in our blood" as ActioNeters always say.

"That Little Fruit Bowl" makes me smile every day. As the day gets longer and the work load gets heavier, I know there is a little fruit bowl filled with fresh fruits all the time and there are always ActioNeters who care about each other!

Some healthcare leaders have already captured value from Big Data—consider a few examples:

Kaiser Permanente has fully implemented a new computer system, HealthConnect, to ensure data exchange across all medical facilities and promote the use of electronic health records. The integrated system has improved outcomes in cardiovascular disease and achieved an estimated $1 billion in savings from reduced office visits and lab tests.

Blue Shield of California, in partnership with NantHealth, is improving healthcare delivery and patient outcomes by developing an integrated technology system that will allow doctors, hospitals, and health plans to deliver evidence-based care that is more coordinated and personalized.

Some devices take patient monitoring to a new level. For instance, Asthmapolis has created a GPS-enabled tracker that records inhaler usage by asthmatics. The information is ported to a central database and used to identify individual, group, and population-based trends. The data is merged with Centers for Disease Control and Prevention information. Together, the information helps physicians develop personalized treatment plans and spot prevention opportunities.

Although I'm optimistic about Big Data's potential to transform healthcare, some structural issues may pose obstacles. All stakeholders must recognize the value of Big Data and be willing to act on its insights, a fundamental mindset shift for many and one that may prove difficult to achieve. Physicians may not improve patient outcomes if they refuse to follow treatment protocols based on Big Data and instead rely solely on their own judgment. Privacy issues will continue to be a major concern. Although new computer programs can readily remove names and other personal information from records being transported into large databases, stakeholders across the industry must be vigilant and watch for potential problems as more information becomes public.

Big Data initiatives have the potential to transform healthcare. Stakeholders that are committed to innovation, willing to build their capabilities, and open to a new view of value, will likely be the first to reap the rewards of Big Data and help patients achieve better outcomes. Big Data is not just about storing huge amounts of data. It's the ability to mine and integrate data, extracting new knowledge from it to inform and change the way providers, even patients, think about healthcare.

ActioNet Sponsors Purple Heart Donation Campaign

CORE VALUES

☆ Instill I**NTEGRITY** In Everything We Do

☆ **INNOVATE** To Enable The Mission

☆ Strive To **MAKE OUR CUSTOMERS AND EACH OTHER SUCCESSFUL**

☆ **ACHIEVE SERVICE DELIVERY**

"Although the healthcare industry has lagged behind sectors like retail and banking … it could soon catch up."