

Contact: Jessica Chludzinski  
Defran Systems, Inc.  
Phone: (646) 230-1070  
Fax: (212) 727-8639

5 East 16<sup>th</sup> Street, 6<sup>th</sup> Floor  
New York, NY 10003  
www.defran.com



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## NEWS RELEASE

### **Franziska Racker Centers Chooses *Evolv-CS*<sup>®</sup> as its EHR Solution**

New York, NY - Franziska Racker Centers, a human services organization with more than 600 employees located in Ithaca, NY and serving over 2,000 individuals with special needs annually has chosen Defran Systems' *Evolv-CS*<sup>®</sup> Enterprise Edition as its Electronic Health Record (EHR).

*Evolv-CS* met one of the agency's most critical requirements - the system must be fully web-based. The agency was also impressed with its flexibility, which will allow for a high degree of configuration specific to their particular programs. Dan Brown, Associate Executive Director of Franziska Racker Centers, commented, "The *Evolv-CS* EHR system will enable us to automate our work processes from intake to billing in all 25 of our locations."

In addition to the technical capabilities of the *Evolv-CS* system, Defran's previous experience implementing organizations serving the ID/DD community provided reassurance that Defran would have the necessary knowledge to fully understand the agency's operating environment and primary business concerns.

Franziska Racker Centers began its search for an EHR in 2009 by issuing a Request for Proposal (RFP). Of the eleven vendors that responded, four were considered potential candidates and invited to conduct demonstrations of their systems. Franziska Racker Centers gave serious consideration to two vendors. However, at the end of an exhaustive evaluation process, the agency concluded *Evolv-CS* was the EHR solution best suited to manage the complex treatment plans, financial processes and reporting needs of its programs.

With its reputation for outstanding customer service and its prior experience implementing *Evolv-CS* for the ID/DD community, it also became evident that Defran Systems was the vendor most capable of successfully implementing such a system. "We had the opportunity to meet with two other agencies whose needs are similar to ours that are in the process of implementing *Evolv-CS*, so we could benefit from their experience. We like that the product is set up to be flexible enough to accommodate individual agency practices; there is no 'one way' that it has to be done." affirmed Audrey Terry, Software Implementation Specialist.

Julie Ingram, Sales Director for Defran Systems said, "Naturally, we are delighted that Franziska Racker Centers chose Defran Systems for this project. *Evolv-CS* is, without a doubt, the right system for them and I'm certain Defran's continued expertise in the ID/DD field will ensure their implementation and transition is a smooth one."

**Defran Systems** develops flexible, reliable enterprise-wide software for the full scope of human services agency needs. With more than 26 years of experience, Defran is considered a leading innovator in software development and implementation and is a Microsoft Certified Gold Partner. For more information, visit [www.defran.com](http://www.defran.com).

**Franziska Racker Centers** is a voluntary not-for-profit organization dedicated to creating opportunities for people with special needs. Founded in 1948, Franziska Racker Centers employs over 600 people and serves over 2,000 individuals annually. For more information, visit <http://www.rackercenters.org>.