

# OpSus|Manage

Monitoring and Management Services for MEDITECH

## The Challenge: Managing MEDITECH Infrastructure to Meet Performance and Availability Goals

MEDITECH applications are at the core of clinical workflows for delivering patient care. Hospital IT departments face the challenge of maintaining and managing MEDITECH infrastructure to provide the level of service that clinical end users expect. Gaining insight into how systems are operating can prove invaluable for preventing issues and planning for growth. Park Place International's OpSus|Manage service is a key component to achieving operational sustainability in the hospital data center.

As a cloud services provider, Park Place specializes in delivering and supporting MEDITECH solutions comprised of servers, storage, network, backup, and virtualization technologies. We operate our cloud using state of the art tools, ITIL methodologies, and MEDITECH best practices. A critical part of running our cloud services business is monitoring the infrastructure for system health and performance. Doing this allows the OpSus team to implement changes when necessary to ensure highly available and responsive applications.

OpSus|Manage applies these same monitoring tools and support practices to the hospital data center. MEDITECH customers operating their own infrastructure can take advantage of real-time monitoring to help them manage their platform, identify issues before they profoundly impact operations, and plan for growth.

## The Solution: OpSus|Manage.

On the critical path to operational sustainability is identifying and solving problems proactively—before they impact system performance and end user experience.

By applying the same monitoring technologies we use in our OpSus Cloud Service data centers to the hospital environment, we enable customers to proactively manage their MEDITECH environment, gain insight into systems performance, and plan for growth.

OpSus|Manage monitors the core MEDITECH infrastructure, including physical and virtual server performance and capacity, storage performance and capacity, as well as network availability and performance. Each monitored component is measured against defined thresholds to ensure rapid identification of issues and optimized performance.

## MyOpSus

A key component of the OpSus|Manage service is the MyOpSus Portal. MyOpSus is web-accessible and provides customers a view into their MEDITECH systems with real-time monitoring

data and reports. The MyOpSus Portal is a valuable tool for managing the ongoing health of your MEDITECH platform.

## Manage for Results.

Our extensive knowledge of MEDITECH and Partner best practices enables us to effectively set thresholds and make recommendations for enhancing systems performance. Running MEDITECH in the OpSus Cloud gives our engineering team a keen understanding of how to optimize systems for high performance and reliability. By applying this knowledge through monitoring, management, and actionable recommendations, hospitals can improve the efficiency of their own on-premise MEDITECH infrastructure.

## OpSus|Manage Features & Benefits

**Site Assessment** – Technology Consultants work with customers to conduct a site survey and define goals, thresholds, and escalation paths to ensure a successful implementation. A number of aspects in the existing environment are examined, including servers, storage, virtualization, network infrastructure, and backups.

**Project Management** – A Park Place Project Manager handles all of the details of your OpSus|Manage implementation, providing a single point of contact for communication and regular updates.

**Remote Implementation** – OpSus|Manage is expertly installed and configured remotely by an OpSus Systems Engineer.

**Enables Superior Platform Support** – OpSus|Manage provides customers the tools necessary to support and maintain their MEDITECH platform through the use of proactive systems alerts based on pre-defined thresholds. When paired with Park Place International’s Infrastructure Support service and manufacturer’s break/fix support, the Support team manages the coordination and escalation of resources to quickly troubleshoot and resolve issues.

**MyOpSus Customer Portal** – Access information about your MEDITECH system from anywhere with our web-based portal, including real-time monitoring, reports, and support resources.

**Reporting** – A suite of on-demand, standard reports are accessible to users through MyOpSus.

**Quarterly Touch Points** – Telephone discussions are scheduled every three months to review findings and trends. Recommendations for optimizing capacity and performance are documented, delivered, and discussed.

### Service Levels

Park Place offers a choice of service levels to meet your objectives and budget.

**Manage**—Our OpSus|Manage monitoring service includes availability, capacity, and performance monitoring for servers, storage, network components, and services.

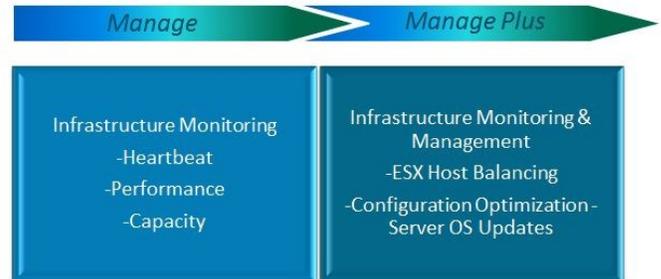
**Manage Plus**—Our Manage Plus service includes monitoring services, plus systems management, including ESX host performance management, server OS patching, backup configuration management and firmware updates.

### Partner with Park Place.

Park Place International is dedicated to providing expert solutions for MEDITECH and the healthcare enterprise. This dedication, and our Service First philosophy, underscores Park Place’s commitment to partnering with MEDITECH hospitals implement and run successful, operationally sustainable solutions.

### Service First.

Park Place’s Service First philosophy provides our customers with total confidence. You’ll consistently find it in every aspect of our relationship with your hospital, including our responsive Customer Support Center, knowledgeable sales team, expert field engineers, and professional project managers.



### Operational Sustainability.

At Park Place International, our architects, systems and support engineers, consultants, and cloud operations team work together on a mission to bring operational sustainability to healthcare organizations. Our collaborative expertise results in the unique ability to deliver and support solutions for MEDITECH that meet your organization’s immediate needs while positioning you for long-term success.



## OpSus Cloud Services

Put the power of the cloud in your hands