



### The Challenge:

## Managing Technology Infrastructure to Meet Performance and Availability Goals

As technology proliferates and data storage, as well as clinical workflows, become increasingly digitized, hospital IT departments face the growing challenge of maintaining and managing technology infrastructure to provide the level of service that clinical end users expect. This trend also amplifies the ramifications of technology disruptions. Gaining insight into how systems are operating can prove invaluable for preventing issues and planning for growth.

### The Solution:

## OpSusManage

OpSus Manage is a cloud-based infrastructure monitoring and management service. OpSus Manage operates by the same ITIL methodology, MEDITECH best practices, and state of the art technology that allows CloudWave to ensure highly available and responsive applications in our OpSus Cloud. A critical aspect to running cloud services, including Infrastructure as a Service, is monitoring the infrastructure for system health and performance.

OpSus Manage applies these same monitoring tools and support practices to the hospital data center. Hospital IT staff operating their own infrastructure can take advantage of real-time monitoring to help them scale their deployment, manage their platform, and identify issues before they profoundly impact operations.

OpSus Manage monitors the core technology infrastructure, including but not limited to: performance and capacity of physical and virtual servers and storage, as well as network availability and performance. Each monitored component is measured against thresholds predefined by CloudWave and MEDITECH best practices to ensure rapid identification of issues and the optimization of performance.

## MyOpSus

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

**Closely Monitored** - OpSus maintains an engineer-to-monitored-site ratio of 1:2, far lower and more robust than the industry standard of 1:8. This ensures quality attention is being paid to your infrastructure.

**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.

**Project Management** - A CloudWave Project Manager handles all 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.



## OpSus Manage Features and 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. Included in the assessment are all aspects to be monitored - servers, storage, virtualization, network infrastructure, backups, and various services.

### MY OPSUS CUSTOMER PORTAL -

Access information about your system from anywhere with our web-based portal, including real-time monitoring, reports, and support resources.



## Monitoring and Management

OpSus Manage proactively identifies and resolves potential issues by monitoring the following components:

### Servers

- Up/Down
- System Events
- CPU
- Memory
- Disk Utilization
- Disk Performance

### Storage

- Up/Down
- System Events
- Disk Capacity
- Disk Performance

### Network

- Up/Down
- System Events
- Interface Bandwidth
- MEDITECH VPN Availability

### Services

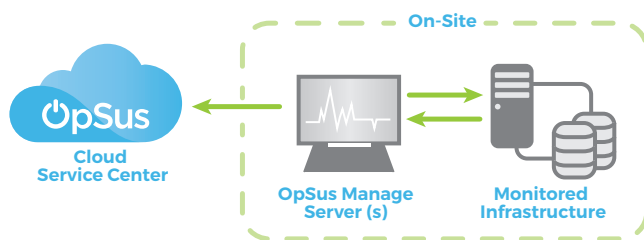
- Backup Monitoring
- Active Directory Performance and Availability
- End-User Computing Availability and Performance
- DHCP/DNS/WINS Response Time
- Windows Services
- URL Monitoring

OpSus Manage reduces operational complexity by managing the following hospital data center components:

- ESX Host Performance and Balancing
- Backup Configuration
- Firmware Updates
- Server OS Patching

## System Architecture

An OpSus Manage server is installed on site and configured to communicate with all monitored infrastructure. Leveraging industry standard protocols, the OpSus Manage server runs low impact queries at a period of 1-5 minutes. If an issue is detected (e.g. a threshold is either not met or exceeded) an alert is triggered in the OpSus Cloud Service Center. An OpSus engineer triages the incident, resolves if possible, and opens a support ticket if not. Customer communication, notification, and consultation is maintained throughout this process.



## Manage for Results

As a MEDITECH collaborative Partner, our extensive knowledge of MEDITECH and Technology Partner best practices enables us to effectively set thresholds and make recommendations for enhancing system performance. Running hospital technology infrastructure 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 technology infrastructure.

## Operational Sustainability

At CloudWave, 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 hospitals that meet your organizations immediate needs while positioning you for long-term success.

Learn More at [www.gocloudwave.com](http://www.gocloudwave.com).

CloudWave offers a complete suite of services to provide customers with options for end-to-end EMR/EHR, Imaging, and enterprise systems support and management.