



CloudWave EHR Insights for MEDITECH

Operational Intelligence Platform for Healthcare

THE CHALLENGE

MEDITECH organizations rely on complex, tightly integrated clinical applications to support daily care operations. When performance issues or outages occur, IT teams are often presented with MEDITECH alerts that lack sufficient context to quickly identify the root cause. Connecting these cryptic MEDITECH alerts to infrastructure conditions typically requires manual investigation across multiple tools and vendors, slowing response times and increasing operational complexity.

In healthcare, every minute of MEDITECH downtime not only leads to lost revenue, but also disruption to patient care. As a result, IT teams spend valuable time sorting through alert noise and infrastructure telemetry before a clear path to remediation emerges. While traditional monitoring systems are effective at detecting infrastructure issues, they lack the operational insight needed to correlate system performance with MEDITECH itself. This gap makes it more difficult for healthcare IT teams to resolve issues quickly, confidently, and consistently.

CLOUDWAVE'S SOLUTION

CloudWave EHR Insights is an operational intelligence platform designed for MEDITECH. It provides clear, contextual insight by correlating MEDITECH MIS alerts with real-time infrastructure telemetry, allowing IT teams to quickly understand what is happening, why it is happening, and where to focus their response efforts.

By serving as an intelligent translation layer between EHR application behavior and infrastructure health, EHR Insights unifies disparate sources of data into a unified, actionable view. The platform helps IT teams detect, diagnose, and resolve performance issues before they impact system availability and patient care – shifting reactive investigations into proactive response.

CLOUDWAVE HOSTING AND EHR INSIGHTS

CloudWave leverages an industry-leading monitoring platform across all of our hosted MEDITECH environments to ensure the ongoing health, availability, and performance of underlying systems. This enables CloudWave to proactively identify and address infrastructure issues before they impact operations.

EHR Insights goes beyond this foundational awareness by adding a layer of CloudWave-developed operational intelligence. EHR Insights to your hosted environment exceeds the industry baseline by integrating with MEDITECH itself. This combination of CloudWave's operational expertise and visibility across both application and infrastructure results in faster root cause identification, more precise remediation, and greater confidence in day-to-day operations.



Service Highlights

- Operational Dashboard with real-time visibility into active and resolved issues
- Correlation of EHR and infrastructure data
- Automated root cause identification
- Staff enablement and training
- Intelligent alert consolidation and noise reduction
- Guided remediation
- Seamless ITSM Integration
- Custom resolution playbooks
- Integration with existing monitoring platforms
- Historical incident context and trend visibility
- Secure, healthcare-aligned data handling

KEY OUTCOMES

Organizations leveraging CloudWave EHR Insights gain measurable operational advantages, including:

- **Lower downtime risk and impact to patient care** by resolving MEDITECH application failures proactively.
- **Reducing mean time to detection and resolution (MTTD/MTTR)** through automated root cause identification.
- **Enhanced operational efficiency** by eliminating manual investigations.
- **Staff enablement** through clear, guided, and accurate remediation workflows.
- **Prevention of lost revenue** associated with prolonged MEDITECH outages.
- **Leadership visibility** through executive reports of incidents, impact, and resolution status.
- **Predictable system performance** through long-term trends, incident patterns, and outcomes over time.



WHY CLOUDWAVE

CloudWave goes beyond supporting MEDITECH environments – we actively operate, manage, and stand accountable for their performance. CloudWave's operational teams have first-hand insight into the challenges and consequences hospitals face when performance or availability is at risk. By surfacing real-world failure patterns and dependencies observed in live MEDITECH environments, CloudWave EHR Insights delivers trusted intelligence, ownership, and accountability.

NEXT STEPS

To learn more about CloudWave EHR Insights, engage CloudWave to schedule a demonstration at customersfirst@gocloudwave.com.



[SCHEDULE A DEMONSTRATION →](#)

LEARN MORE AT gocloudwave.com | 877-991-1991

About CloudWave

CloudWave is a full-service cybersecurity and cloud services provider exclusively for healthcare. Protecting over 300 hospitals and health systems, CloudWave delivers end-to-end solutions combining secure hosting, IT operations, and 24/7 threat detection. Services include managed security, risk and compliance, disaster recovery, and cloud optimization—all with a healthcare-first approach. Powered by AI-driven security operations and supported by U.S.-based Network and Cybersecurity Tactical Operations Center, CloudWave provides healthcare organizations with a cyber-ready foundation for safe, uninterrupted patient care.