



# Managed Hosting

## Cloud-Based Infrastructure as-a-Service for Healthcare

### THE SOLUTION

At CloudWave, we think of operational sustainability as a data center's ability to deliver a consistent level of service and performance throughout varying workload cycles, evolving application usage, and system growth. Designing and maintaining systems to meet the goal of operational sustainability is CloudWave's mission.

We've leveraged our expertise designing resilient, optimized platforms to deliver secure, cloud-based Infrastructure-as-a-Service (IaaS) solutions for your EHR and enterprise applications.

### CONSIDERING THE CLOUD?

Hospitals are examining their options when it comes to running their critical EHR systems. Using cloud-based services can solve a number of common operational issues while allowing you to maintain control of your applications.

Advantages of having your applications and infrastructure in the cloud include:

- Stable IT operations
- Guaranteed system performance
- Predictable monthly expenses
- Ability to leverage technology without risk
- Monitoring and management

Our technical consultants are experienced in helping hospitals assess their current state, determine how cloud services can benefit their organization, and define strategies to move toward operational sustainability.

### WHAT MAKES MANAGED HOSTING DIFFERENT?

CloudWave's hosting services are designed to leverage public, private, and cloud edge resources, and meet best practice standards for configuration and deployment as well as security standards such as HITECH and HIPAA.

CloudWave's hosting services are managed to ITIL standards by CloudWave's team of engineers with extensive experience in healthcare IT. With the Managed Hosting service, disaster recovery (DR) services are built in. Data is securely replicated across multiple Network Operating Centers (NOCs) to provide data recovery and continuity of service in the event of an emergency at any one location.



### Managed Hosting Highlights

- Full services available for hospital EHR and enterprise systems
- Includes best practice backup implementations
- Includes daily infrastructure operations, maintenance, updates, and test restores
- Full disaster recovery services are included to protect and restore your data and achieve compliance
- CloudWave's architectures ensure systems are optimally configured for performance and recoverability
- Hospitals connect using site-to-site Internet VPN tunnels, user-to-site encrypted sessions, or private network links. Network configurations are managed and maintained as part of the service

## SECURE

CloudWave's hosting services are operated by our skilled team using highly secure private and public cloud platforms that are specifically configured to protect sensitive healthcare data. From physical data center locations, layered security throughout IT architectures and processes, to real-time security monitoring by our cybersecurity experts, CloudWave implements a defense-in-depth approach to securing our customers' healthcare systems.

## SIMPLE

CloudWave's hosting includes professional services to design, plan, and manage your implementation. CloudWave's consultants and engineers work closely with the customer to understand and meet solution needs and expectations. One of the common operational challenges faced by hospitals is maintaining current systems for optimal performance. Our team works with you to plan, coordinate, and manage OS patches and upgrades, firmware updates, and technology refreshes. Hosting is designed to simplify your daily operations while providing an excellent user experience to your internal customers.

## SUSTAINABLE

CloudWave's hosting services are configured to meet the specific server, storage, and backup needs for your applications. Systems are continuously monitored and managed by CloudWave operations staff, experts in healthcare IT. Performance or capacity concerns are addressed before they become issues. Hosting can help also you effectively manage growth. As storage needs increase, or as you add applications, can quickly expand your service to add the resources you need when you need them. Cloud hosting provides access to additional server and storage resources without having to make a capital investment. Our hosting services are designed to simplify your daily operations while providing an excellent user experience to your internal customers.

## SERVICE LEVELS

CloudWave offers a choice of service levels to meet your objectives and budget. Service levels are based on the level of operational and disaster recovery controls for your environment in the production and disaster recovery sites.

**Silver** — Our Silver Service includes a daily backup to a virtual tape library in the production site, as well as a replication of the backup to the disaster recovery site.

**Gold** — Our Gold Service includes daily backup with replication, and adds two or more additional backup snapshots per day to maximize protection against data lost. Another feature of the Gold Service is the automatic restoration of the backup copy at the disaster recovery site, facilitating a faster recovery in the event of a disaster. All hosting customers have access to support through our customer portal to enter requests, open tickets, and access updates and reports.

## LEARN MORE AT [gocloudwave.com](https://gocloudwave.com)

### 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 Centers, CloudWave provides healthcare organizations with a cyber-ready foundation for safe, uninterrupted patient care.*

## Partner with CloudWave

At CloudWave, our cloud service architects are thought leaders, adapting the concept of the cloud to the needs of the healthcare community. The concept of a multi-cloud architecture enables the provisioning of IT services from a provider, while leveraging internal hospital IT resources to provide secure, sustainable services, at a predictable cost to the end-user community. Many healthcare organizations have successfully adopted the multi-cloud model.

CloudWave's hosting is a true multi-cloud offering. With hosting, you still own and manage your own applications. The CloudWave team is responsible for daily operations tasks, such as performing daily backups and DR replications, facilitating end-user access, and managing system performance. This shared responsibility for the overall environment creates an ongoing partnership that will enable you to get the most out of your applications and provide value to your users.