Operational Sustainability

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 MEDITECH systems to meet the goal of Operational Sustainability is CloudWave's mission.

We've leveraged our expertise designing resilient, optimized MEDITECH platforms to create OpSus Live, a secure, cloud-based Infrastructure-as-a-Service (IaaS) solution for MEDITECH and related applications.

OpSus Live uses leading edge, MEDITECH-certified infrastructure and technologies to deliver Operational Su stainability to our customers.

Considering the Cloud?

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

Advantages of having your MEDITECH infrastructure in the cloud include:

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

Our Technical Consultants are experienced in helping hospitals assess their current state, determine how OpSus Live can benefit their organization, and define strategies to move toward Operational Sustainability.

What Makes OpSus Live Different?

OpSus Live's hybrid private cloud architecture is built with MEDITECH-certified servers and storage to meet and exceed all best practice standards for configuration and deployment as well as security standards, such as HITECH and HIPAA.

OpSus Live is managed to ITIL V3 standards by CloudWave's team of engineers with extensive experience in MEDITECH and related technologies.

With the OpSus Live service, disaster recovery (DR) services are built in. Data is securely replicated across multiple OpSus Network Operating Centers (NOCs) to provide data recovery and continuity of service in the event of an emergency at any one location.

OpSus Live Highlights

- Full services available for all versions of the MEDITECH HCIS–MAGIC, Client/Server, and 6.x

- Includes best practice backup implementations for MAGIC Backup, ISB, IDR, and MEDITECH's new MBF

- Includes daily infrastructure operations, maintenance, updates, and test restores

- OpSus Live infrastructure resides Tier 4 Cloud Data Centers, the highest Data Center availability measurement as described by EIA, TIA, and The Uptime Institute

- Full OpSus Recover services are included to protect and restore your MEDITECH data and achieve compliance

- CloudWave's MEDITECH-specific architectures ensure systems are optimally configured for performance and recoverability

- MEDITECH facilities connect to OpSus using site-to-site Internet VPN tunnels, user-to-site encrypted CITRIX or VDI sessions, or private network links. Network configurations are managed and maintained as part of the OpSus Live service

CloudWave

Secure

OpSus Cloud Service infrastructure runs exclusively in Tier 4 data centers, defined by the Uptime Institute as a data center facility with 2n of all required infrastructure subsystems. A typical on-premise hospital data center is Tier 1 or Tier 2.

Having systems reside in geographically-dispersed Tier 4 data centers drastically reduces unplanned downtime. OpSus Live further protects customer data by providing Integrated Disaster Recovery with secure replication across multiple Tier 4 data centers, eliminating the need to maintain a second set of infrastructure or a separate contract for disaster recovery services.

Simple

OpSus Live 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. The OpSus team works with you to plan, coordinate, and manage OS patches and upgrades, firmware updates, and technology refreshes.

OpSus Live is designed to simplify your daily operations while providing an excellent user experience to your internal customers.

Sustainable

OpSus Live is configured to meet the specific server, storage, and backup needs for your MEDITECH solution.

Systems are continuously monitored and managed by CloudWave Operations Staff, experts in MEDITECH infrastructure. Performance or capacity concerns are addressed before they become issues. OpSus Live can help also you effectively manage growth. As storage needs increase, or as you add applications, OpSus Live can quickly expand your service to add the resources you need when you need them. OpSus Live provides access to additional server and storage resources without having to make a capital investment.

Service Levels

OpSus Live 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 OpSus customers have access to Support through MyOpSus, our Customer Portal, to enter requests, open tickets, and access updates and reports.

MyOpSus

Partner with CloudWave

At CloudWave, our Cloud Services Architects are thought leaders, adapting the concept of the Hybrid Private Cloud to the needs of the healthcare community. The concept of the Hybrid Private Cloud is provisioning IT services from a provider, like OpSus, 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 Hybrid Private Cloud model.

OpSus Live is a true hybrid private cloud offering. With OpSus Live, you still own and manage your own applications. Hospitals maintain the same control over the MEDITECH Universe and MIS. The OpSus 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 MEDITECH implementation.

CloudWave

Learn More at 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.

OpSus CloudCare

100 Crowley Drive, Marlborough, MA 01752 877-991-1991 gocloudwave.com