Technical Consulting Services

Strategic Consulting, Assessments and Tactical Engineering. Healthcare IT strategy is best when informed by technical expertise.

STRATEGIC CONSULTING

IT Technology Planning — Work with both executives and administrators to understand the long-term business objectives and build the technology solution that best fits the organizational goals.

Design and Validation — Cloud and Infrastructure service to assist with pre-sales design work and validate the solution once implemented. Traditionally used when a customer is implementing solutions.

Disaster Recovery Planning — Review the current technology platform and create a plan for disaster recovery. Includes identifying critical applications, optimizing RTO/RPO targets, and reducing costs.

ASSESSMENTS

Health Check Assessment — Current state assessment designed to compare deployed infrastructure and configuration to correct industry best practices. Provide recommendations and roadmap to optimize the environment with 4 pillars of focus: Performance, Stability, Security and Management.

Backup Assessment — A service designed to review the current backup environment and complete a gap-analysis based on current state best practices.

Security Risk Assessment — Technical Consultants assess technical infrastructure including VMware/Hypervisor, Window servers, networking devices, perimeter security devices, Active Directory, etc. This service is not a replacement of the annual security assessments but compliments with a focus on infrastructure security optimization. Takes a holistic approach to reviewing the current technology platform and administration policies to identify any potential security risks and vulnerabilities.

Cloud Readiness Assessment — The Cloud Readiness Assessment is designed to review the local infrastructure (including network), applications, end user workflows, and IT processes and procedures to help organizations prepare for a migration to/or new deployments within a cloud environment.

The Right Resources. When You Need Them.

Healthcare IT strategy is best when informed by technical expertise.

CloudWave's Technical Consulting Team is comprised of technology and process experts with certifications including: BridgeHead, Citrix, Cisco, CISSP, Dell, EMC, HP, IBM, ITIL, Microsoft, NetApp, PMP, VCE, and VMware.

CloudWave's team of consultants have spent years as hospital IT administrators and decades designing and delivering healthcare architectures.

CloudWave's Technical Consultants are more than technology experts; they are healthcare experts.

CloudWave

Network Assessment — The network is the backbone of the technology platform and its design, architecture, and health are critical to the performance of all systems. CloudWave assesses the overall design, configuration, and performance of the local area network.

Performance Optimization Assessment— Performance assessment focused on reviewing the performance of the infrastructure running the organization's clinical and business applications. Includes troubleshooting performance issues within the environment and incorporates the compute environment, storage array, storage network, and data center networking.

Infrastructure Validation — Whether it's a best practice comparison, go-live preparation, performance review, or future planning for the environment, CloudWave reviews the infrastructure technology components in detail.

TACTICAL ENGINEERING

Performance Remediation and Intervention— System performance and availability in healthcare has never been more critical than it is today. CloudWave engineers review problematic systems to quickly and effectively diagnose the issue and remediate short-term fixes while driving a long-term resolution.

Backup and Recovery Validation — Review current backup configurations and perform test restorations to validate successful and usable backups.

DR Testing — End-to-end service that includes the validation of DR technology, preparation for testing, isolated networking testing in 2nd data center or cloud, and runbook creation that will be incorporated into customers organizational DR plans. Full Failover Testing available.

Cloud Migration Services — Cloud Migration Services assists the organization with the execution of migrating workloads to the cloud of choice. CloudWave works with AWS, GCP, Azure, and IBM Cloud and can assist and manage the process while maintaining organizational requirements.

Platform Migration Services — Perform technology platform migrations, whether it's part of a refresh, a physical to virtual server migration, or a transition from on-premise infrastructure into a cloud service.

Infrastructure Deployment (Single Site, Dual Site, Active/Passive, Active/Active) — CloudWave offers deployment services for a single data center configurations or dual Active/Passive data center configurations. These configurations may include synchronous/asynchronous replication technologies, backup replication, and mirrored hardware in both locations. We also can design and deploy Active/Active dual data center configurations with virtualized storage technologies such as VPLEX (EMC), Peer Persistence (HPE) or ActiveCluster (Pure).

Other Services Available

High Availability Solutions

Including Clustering Services and Clone Environment Build

Software Upgrades

Including VMware, OS, etc.

Rapid Response

Immediate telephone and remote support 24x7x365. Typical calls include systems down or running poorly due to cybersecurity incident, design/configuration flaws, or a hardware/component failure

Technical Project Management

Technical advisory and project management services for complex technology deployments

Interim Management /Technology Residency

Ongoing, long-term support for either systems administration or strategic technology roadmap management

LEARN MORE AT 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

CloudWave