OpSusCloudCare

The Challenge:
Maintaining Operational Excellence Across Technologies and Platforms

MEDITECH is a mission-critical application at the core of delivering patient care. Clinical end users require systems that are highly responsive and always available. In today's hybrid private cloud environments, where systems and services can live in the data center, the OpSus Cloud, or both, technology issues may be challenging to resolve. CloudWave's Cloud Care for MEDITECH is the cornerstone of our dedication to helping hospitals achieve Operational Sustainability, providing true support coverage for healthcare hybrid private clouds.

The Solution:
OpSusCloudCare

CloudCare understands that hospitals have a very low tolerance for planned and unplanned downtime. Performance issues and system availability can have a profound impact on clinical workflows.

The hybrid private cloud is quickly becoming the model for healthcare computing. By blending cloud services into an overall IT strategy, healthcare organizations are able to maximize the effciency of on-site resources by leveraging the agility and power of the cloud.

In the data center, CloudWave's Cloud Care helps MEDITECH customers avoid performance issues caused by poor system performance due to technical configuration or hardware problems.

In many on premise data centers, infrastructure can vary in age, manufacturer, and configuration, and having access to knowledgeable support resources is important. Manufacturer support focuses on the individual component, rather than the entire solution. Our Support team has extensive experience working with MEDITECH, hospitals and technology partners to understand complex issues and engage resources to resolve problems quickly.

In the Cloud, the OpSus Cloud team ensures optimal performance, reliability, and accessibility as part of our standard OpSus services.

Many healthcare organizations are selecting cloud services into to augment their on-site capabilities and leverage resources without having to invest capital and highly specialized technical skill sets.

Service Highlights

- A single point of contact for problem resolution– Our Cloud Care Center is located and staffed in San Antonio, TX

- U.S. based staff members are available 7 x 24 x 365 to take your call on our dedicated Support line: 855-28-OPSUS (855-286-7787)

- Comprehensive remote troubleshooting by senior engineers familiar with your infrastructure and services

- Unlimited requests—use Cloud Care services as often as needed

- Cloud Care takes a holistic approach to the data center and the cloud, with a keen understanding of common interoperability, compatibility, and connectivity issues

- Support Engineers trained and experienced with MEDITECH and partner technologies

CloudWave

Service First

The CloudWave team aims to inspire our customers with total confidence. You'll consistently see our dedication to providing excellent service in every aspect of our relationship with your hospital, including our responsive Cloud Care Center, knowledgeable sales team, expert field engineers, and professional project managers.

The CloudWave Process

CloudWave's Cloud Care Center is staffed in the U.S., with engineering resources available 24 hours a day, 7 days a week. Incidents and requests may be reported by calling our Support Hotline or via the MyOpSus portal. A ticket is opened in our Service Desk system and we immediately initiate preliminary problem determination and triage of the reported issue. With our extensive experience supporting MEDITECH systems, we are able to resolve many incidents quickly. Once the root cause of a problem is identified, the appropriate resources can be engaged to resolve the problem. CloudWave has support and escalation paths in place with MEDITECH and technology partners to ensure issues are addressed efficiently and quickly.

Complex issues are quickly escalated to a Senior Engineer who may remotely access your network, analyze the support incident and resolve the issue. If the problem cannot be resolved over the phone or via remote access, engineering resources are available to perform onsite problem diagnosis and resolution on a time and materials basis.

CloudWave's Cloud Care Team manages each support request from the first call through to the final resolution. We communicate progress during the course of each support incident and capture the details of the problem resolution. Customers are also able to track progress in the MyOpSus portal.

Enhanced Support with OpSus Manage

On the critical path to operational sustainability is identifying and solving problems proactively—before they impact system performance and end user experience. Adding our OpSus Manage services to your Cloud Care service does just that.

By applying the same monitoring technologies we use in our OpSus Cloud Service data centers to the hospital environment, we enable customers to proactively manage their MEDITECH environment, gain insight into systems performance, and plan for growth.

OpSus Manage monitors the core MEDITECH infrastructure, and measures each component against defined thresholds to ensure proactive identification of issues and optimized performance. OpSus Manage also performs remote systems maintenance, such as applying server OS updates, optimizing configurations, and performing ESX host balancing.

MEDITECH Applications Support with OpSus app care

OpSus App Care provides applications-focused support for MEDITECH, interface engines, and integrated ancillary applications.

Powered by Navin, Haffty & Associates, OpSus App Care provides access to expert consulting resources for remote application-level maintenance and support for activities such as dictionary maintenance, application/table updates, messaging, implementing required DTS changes, and creating/maintaining reports.

Service Highlights, CONTINUED

- Add OpSus Manage services for real-time monitoring, proactive support, and systems management

- Strong relationships with MEDITECH Development and Support resources enable collaboration with MEDITECH for complex performance-and application-related issues

- Enhanced escalation paths with technology partners to speed issue resolution

- Incident reporting via MyOpSus, CloudWave's secure, web-based customer portal

- Recommendations for modifications or updates that may be required over time

- Onsite engineers available, if required

CloudWave offers a complete suite of services to provide customers with options for end-to-end MEDITECH systems support and management.

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.