



# CloudCare+

**Fully Managed Patching for Healthcare,  
by Healthcare.**

## THE CHALLENGE

### **Conducting Systems Maintenance to Achieve Operational Excellence, Security, and Compliance for Your Organization**

Cyber-security threats are constantly evolving, and yet one of the most common exploits utilized by cyber-criminals is consistently unpatched vulnerabilities. Patching vulnerabilities on a regular basis is mission critical to ensuring the security of your systems and providing the highest quality of care to your patients.

Healthcare IT departments face many challenges when it comes to scheduling and conducting maintenance. Staffing shortages, budget cuts, poor patching processes, and bargaining with clinical staff for downtime are just a few reasons why so many Healthcare organizations struggle with consistently getting patching done. Without a structured strategy for conducting systems maintenance, Healthcare enterprises leave themselves open to performance slowdowns, regulatory compliance issues, and cyber-attacks.

## THE SOLUTION: CLOUDCARE+

CloudCare+ is a fully-managed patching service. CloudCare+ was built specifically to alleviate the strain that systems maintenance places on Healthcare IT. Our skilled service team takes on the entirety of your patching process with our proven cycle. Our goal is to allow your team to take a hands-off approach to maintenance while we ensure operational excellence by keeping your environment compliant and secured against cyber-threats.

Your primary goal is protecting patients, and that includes ensuring your systems, and their data, remain secure. Our structured approach to change management will allow your team to focus on other priorities while we handle the patching process. Let us take the burden off your already stretched thin IT team by executing patching for you.



### **CloudCare+ Service Highlights**

#### **Customized Scheduling**

The CloudCare+ cycle takes place on a cadence of your choosing, allowing your organization to have a set window when maintenance always takes place.

#### **A Tailored System Assessment**

Customers who adopt CloudCare+ will have their entire system environment evaluated and inventoried, allowing us to gain an in-depth understanding of your environment's unique needs.

#### **Comprehensive Management**

CloudCare+ doesn't just keep your critical operating systems secure and compliant; we also patch and maintain hundreds of third-party applications.

#### **Maintenance Events**

Our CloudCare service agents will conduct the entirety of the process, including downloading necessary updates, pre-patching, and executing the full event on a basis of your choosing.

#### **Communication and Support**

CloudWave's CloudCare Center is staffed in the U.S, with our help-line and engineering resources available 24x7x365. Throughout the duration of the proven CloudCare+ maintenance cycle, CloudCare service agents provide scheduled reminders and success/failure reporting.

## ABOUT US

We bring the cloud to healthcare.

CloudWave creates multi-cloud solutions for healthcare which bring together cloud edge on-premises customer data center resources, managed private cloud services in our OpSus Healthcare Cloud, and seamless federation with public cloud services like Office 365, Microsoft Azure, Google Cloud and AWS.

CloudWave's OpSus Healthcare Cloud services are built for healthcare and include hosting of myriad healthcare applications, disaster recovery with auditable testing and data restoration, systems management, security, backup, and archiving services. CloudWave architects healthcare IT solutions with the goal of operational sustainability.



### Healthcare Patching by Numbers

- In 2021, 57% of hospitals hit by cyber-attacks said that their breaches could have been prevented had they installed an available patch.
- 34% of those victims knew of the vulnerability but took no action.



### Patching by Healthcare

#### Why CloudWave?

CloudWave patches 1000+ servers per week, across 150+ hospitals. We had to scale and streamline our maintenance process to patch more efficiently. Now, we are bringing this structured approach to you.

#### A Healthcare Approach

Those servers you're patching are in a hospital, and are running software that is helping your users treat patients. You need tools that were designed for that level of complexity; you need a team who understands that responsibility.

#### Service First

The CloudWave team aims to instill 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 CloudCare Service Desk, knowledgeable sales team, expert field engineers, and professional project managers.

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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.

