



Managed Services for the MEDITECH Community

Helping Hospitals Monitor, Manage, and Maintain MEDITECH and Enterprise Systems

The MEDITECH Solutions Group within Dell Services offers a full range of managed services to help you with your mission-critical MEDITECH and enterprise systems. Every day around the globe, our mission is to provide clients with the full spectrum of infrastructure, application, clinical, and business process solutions along with the best possible service. This expertise and experience, combined with our longstanding relationship with MEDITECH, provides a solid foundation for the delivery of managed services to support your systems. Our managed services utilize certified components and design best practices that have been tested and validated in our technology laboratory, working side-by-side with MEDITECH.

MSite-MEDITECH Hosting Solution

MSite provides reliable, secure, cost-effective hosting of MEDITECH applications, integrating certified designs developed by the MEDITECH Solutions Group within Dell and MEDITECH. Clients who take advantage of MSite can leverage our company's secure data centers, standards-based IT methodologies, and proven experience in this space. MSite reduces capital expenses and provides operational excellence for a fixed monthly fee. Hosting facilitates aggressive implementation schedules, eases migration, and removes common sources of operational challenges, all of which empower your hospital's IT team to deliver better end-user service.

JSite-Managed Disaster Recovery Service

JSite provides a reliable, state-of-the-art disaster recovery solution for both MEDITECH and enterprise applications. JSite is a leveraged warm site, located in a hardened data center comprised of pre-configured, running servers for 24x7 disaster recovery. Options for data restoration include standard JSite services (recovery from tape), and JSite VTL (recovery from Virtual Tape Library).

The MEDITECH Solutions Group within Dell offers downtime procedures consulting services utilizing Summit Healthcare's Downtime Reporting application. Our experienced consultants review departmental procedures and information needs to create and implement a plan for reporting in a planned or unplanned downtime event. These reports build a "bridge" for clients to their system data during downtime, providing users with snapshot reports containing key information for operational continuity.

Managed Storage

Secondary Storage Services for MEDITECH Scanning and Archiving and PACS systems are a cost-effective way to achieve compliance. Keeping a second copy of this critical data is important to protect against potential loss and to speed recovery/restoration efforts. Plus, instead of investing up-front in incremental storage for your anticipated data growth, we offer the capacity you need, on-demand. Monthly billing ensures you pay only for the storage you use.

Additional Support Services

Technology Integration Support provides the front-line support your healthcare organization needs to efficiently manage your MEDITECH environment. Our Technical Support Specialists have extensive MEDITECH experience and will serve as your single point of contact, leveraging our experience and strong industry relationships on your behalf. We're also your advocate, facilitating communication and teamwork to quickly identify issues and implement optimal solutions for your organization from incident through resolution, 24-hours-a-day, 7-days-a-week. We provide the support you require to troubleshoot, coordinate, and escalate issues within your multi-vendor environment.

Proactive Monitoring works with Technology Integration Support to add a cost-efficient way to capture real-time data and use it as a tool to analyze ongoing MEDITECH systems performance. Based on pre-defined thresholds, performance issues are identified as they occur, making troubleshooting and remediation faster and easier. Analyzing monitored data and monthly reports allows our technical support engineers to work with you and plan for maintenance and upgrades, enhancing the stability of

your mission-critical MEDITECH environment. Proactive Monitoring works with MEDITECH VPN (Virtual Private Network), a fully-managed secure connection for MEDITECH, the MEDITECH Solutions Group within Dell, and selected third-party Internet support.

Applications Support provides around-the-clock support for your MEDITECH applications. We augment your team by providing on-demand access to over 120 professional analysts and consultants with real-world MEDITECH experience in healthcare environments. Applications Support provides customizable implementation and operational support across the entire spectrum of MEDITECH applications.

Summary

The MEDITECH Solutions Group's suite of managed services lets you take advantage of our broad healthcare capabilities to assist with all aspects of running your MEDITECH systems. From MSite, our fully managed hosting service, to our other suites of managed services for your data center, the MEDITECH Solutions Group within Dell provides solutions that meet your unique needs with an emphasis on value and excellence.

For more information about solutions for your business or organization, contact your MEDITECH Solutions Group account representative or visit dell.com/meditechsolutions.