

Inside Perspective

ACHIEVE THE POWER OF MEDITECH

Electronic newsletter published every 8 weeks

Proactive Monitoring — Enhancing Perot Systems' Support for the MEDITECH Environment

Chris Mellyn, Product Manager

Our mission is to help you achieve operational excellence and optimal performance for your MEDITECH system. To this end, we've recently enhanced our standard Technology Integration support service. In response to your valuable input, our support solution now includes remote monitoring of your core MEDITECH environment.

Our Technology Integration support has always included 24x7 coverage of your MEDITECH system by technical support specialists with in-depth knowledge and experience of MEDITECH and enterprise technology. That includes expertise in troubleshooting, engaging appropriate resources, coordinating resolutions, and tracking each issue through completion.

Proactive Monitoring is an important addition to our support service, particularly now that healthcare information systems are becoming an integral part of patient care. Proactive monitoring gives us a window into the MEDITECH environment so we'll be able to measure performance, identify issues in real-time, and immediately intervene to begin resolution.

A bigger picture view of your MEDITECH system

The MEDITECH Solutions Group within Perot Systems takes an integrated, holistic approach to helping you manage your MEDITECH system. What sets us apart from traditional vendor support is our understanding of interoperability in the MEDITECH environment. Bringing disparate pieces together from multiple vendors to create a platform for MEDITECH has inherent complexity.

Vendors tend to look at support issues from a singular point of view. At Perot Systems, we have a deep understanding of each component of a solution and how they interact. Because we're looking at the whole system, we're better able to accurately troubleshoot problems and activate the appropriate resources for prompt resolution.

The next dimension of support

We are adding this new dimension to our support because we understand the criticality of your MEDITECH application, especially with the adoption of the EHR (Electronic Health Record) and increased reliance on health information systems for the workflows in providing patient care.

Blending proactive monitoring capabilities into our standard support offering adds another layer of vigilance, advancing customers toward operating a high-availability environment for MEDITECH. By monitoring the SAN, servers, and switches that comprise the MEDITECH platform, it makes it possible to anticipate issues, plan for capacity needs, and address performance issues immediately—all with the ultimate goal of avoiding downtime.

Proactively monitoring the MEDITECH environment has another important advantage: It provides critical system information that allows your IT team and our support specialists to collaborate, solve problems, and create a realistic plan for growth. Reporting on incidents and events also provides data for trend analysis and the information you need to make better-informed decisions.

How do you take advantage of this important new capability?

Customers with an active Technology Integration Support agreement can simply call their Account Manager to add this to their support agreement. All that's required to initiate the service is a MEDITECH VPN connection and basic information about the MEDITECH components to be monitored. Since monitoring is done remotely using agentless tools, nothing needs to be installed at the customer site. New implementations and support renewals will automatically include proactive monitoring in the standard support contract.

Because we view our relationship with our customers in the true spirit of a partnership, we are constantly looking for ways to deliver superior service. Enhancing our ongoing support of your MEDITECH system underscores our lifetime commitment to quality.

For questions, or more information about adding proactive monitoring to your MEDITECH environment, please contact your account manager or meditechsolutions@ps.net.