

## Interface Monitoring and Response Service



Delivering great healthcare requires that your clinical staff has virtually instant access to clinical patient data, no matter where it resides. Any interruption in that access endangers your patients.

With the iatricSystems™ Interface Monitoring and Response Service, you get proactive interface monitoring and are notified if there are any potential issues that could compromise access to critical healthcare data.

In addition to 24/7 monitoring, our interface specialists can help identify the cause of a failure or vendor issue to resolve the problem. As the need to comply with new rules and regulations increases your IT team's workload, you can confidently hand off interface monitoring duties and create a more stable and reliable interface environment at your hospital.

## Keep your interfaces solid and reliable.

When the interfaces at your hospital are down, it slows care, endangers patients, and costs your hospital money.

If you don't have the staff or resources to constantly monitor interfaces and prevent failures, the iatricSystems Interface Monitoring and Response Service can do it for you.

iatricSystems has been helping hospitals reduce the risk of prolonged interface downtime for more than 25 years. With our Interface Monitoring and Response Service, you can be notified if there are any potential issues that could compromise your interfaces.

### Our team of interface specialists:

- Proactively performs behind-the-scenes monitoring of your interfaces 24/7 and alerts you to potential interface problems. Based on your needs, Alerts may include:
  - Failed process alerts
  - Queue threshold alerts
  - Problems with server processes and folders
  - Monitor CPU usage, disk space, etc.
- Identifies and can fix problems before the interface performance suffers
- Provides error reporting that includes analysis of what went wrong
- Can conduct a root-cause analysis of any interface issue to help prevent future problems

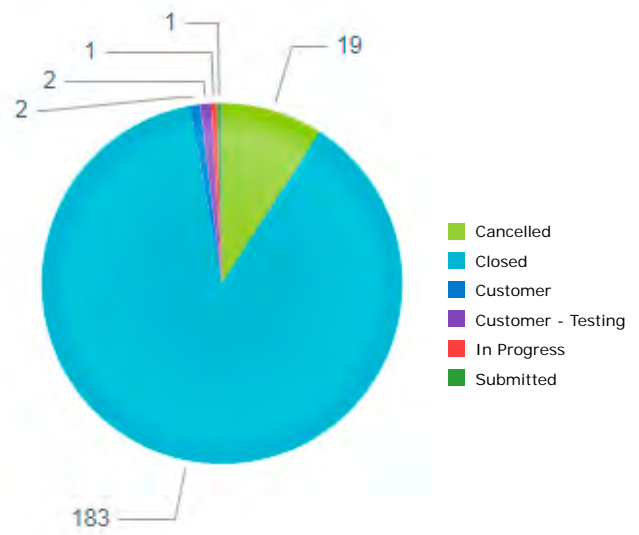
iatricSystems can monitor various interface engines — let the iatricSystems Interface Monitoring and Response Service help you keep them in full and efficient operation.

### Key advantages of the iatricSystems Interface Monitoring and Response Service:

- Monitors any and all supported interfaces and applications 24/7
- Issues different levels of alerts: informational, warning, or critical
- Lets IT identify problems before end users experience them
- Saves time and money by catching interface problems early
- Increases provider and patient satisfaction by helping to reduce the risk of interface downtime
- Relieves overloaded IT teams from the need to monitor interfaces
- Assists in discovering the root cause of interface issues to prevent reoccurrence
- Has monitored more than 50,000 interfaces at more than 1,300 healthcare organizations



Systems In Alert (Live)



Task Status Distribution