

Sustainable Solutions

Expert Infrastructure Support Services for MEDITECH

The Challenge: Maintaining Operational Excellence in a Multi-Vendor Environment

MEDITECH is a mission-critical application at the core of delivering patient care. Clinical end users demand applications that are highly responsive and always available. Supporting MEDITECH infrastructure can become challenging due to the complexity and interoperability inherent in many MEDITECH platforms. Park Place International's Infrastructure Support for MEDITECH is the cornerstone of our dedication to helping hospitals achieve Operational Sustainability.

Park Place specializes in supporting MEDITECH solutions comprised of servers, storage, network, backup, and virtualization technologies. We are a single point of contact for any technology issue within your MEDITECH platform, and have strong relationships, including specialized escalation processes, with each MEDITECH-approved technology partner.

Park Place International's Infrastructure Support services provide the specialized single-call support your hospital needs to effectively manage your multi-vendor MEDITECH environment. Our Support Engineers have MEDITECH experience and have a deep understanding of backup, virtualization, server, and storage technologies from all of the MEDITECH-approved technology vendors.

The Solution: Infrastructure Support for MEDITECH

Hospitals have a very low tolerance for planned and unplanned downtime. Episodes of slow performance can have a profound impact on clinical workflows. Park Place's Infrastructure Support can help MEDITECH customers avoid issues caused by poor system performance due to technical configuration or hardware problems.

The infrastructure comprising most MEDITECH platforms can vary in age, manufacturer, and configuration. Having knowledgeable support resources to assist in troubleshooting and resolving issues related to interoperability and compatibility 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.

Our knowledge of best practices is derived from extensive experience managing MEDITECH environments in our OpSus Cloud. This experience enables us to effectively troubleshoot problems and quickly identify areas for improvement. Once identified, our Support Engineers will work remotely with your team to correct issues attributed to misconfiguration, compatibility, out-of-date firmware, or underperforming hardware.

Service Highlights:

- A single point of contact for problem resolution – Our Customer Support Center (CSC) is located and staffed in Marlborough, MA
- 7 x 24 x 365 live telephone support via a dedicated Support Hotline: 800-343-4654
- Unlimited calls and unlimited callers on covered infrastructure
- Incident reporting and tracking through resolution
- Comprehensive remote troubleshooting by senior engineers familiar with your infrastructure
- Defined escalation management by Park Place International
- Enhanced escalation paths with Technology Partners, including access to specialized technical resources
- Expert support advice as needed
- Optional OpSus|Manage services add real-time monitoring and proactive support

Service Highlights (con't):

- Strong relationships with MEDITECH Development and Support resources enable PPI to collaboratively resolve complex performance- and application-related issues
- Incident reporting via our robust call tracking system
- PPI will work with Technology Partners to coordinate onsite engineers and replacement parts, when required

Service First

Park Place's Service First philosophy provides our customers with total confidence. You'll consistently find it in every aspect of our relationship with your hospital, including our responsive Customer Support Center, knowledgeable sales team, expert field engineers, and professional project managers. Because we understand the criticality of your MEDITECH system and the impact downtime can have on patient care and business continuance, Park Place handles each support call with a sense of urgency and makes every effort to expedite the resolution of problems. And we own your problem until it is solved.

The Park Place Process

Park Place's call center is staffed in the U.S. 24 hours a day, 7 days a week. Our Customer Support Center Analysts are trained to gather all of the relevant information needed to troubleshoot the issue during the initial call. Callers should be prepared to provide the serial or model number of the equipment to assist in problem diagnosis. A Support Ticket is created with the details of the incident and Desk system, and initiates 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. Park Place has pre-defined support and escalation paths with MEDITECH and Technology Partners to ensure issues are addressed efficiently and quickly. Park Place's Support 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.

Partner with Park Place.

Park Place International is dedicated to providing expert solutions for MEDITECH and the healthcare enterprise. This dedication, and our Service First philosophy, underscores Park Place's commitment to partnering with MEDITECH hospitals implement and run successful, operationally sustainable solutions.

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 OpSus|Manage services to your Infrastructure Support 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, including physical and virtual server performance and capacity, storage performance and capacity, as well as network availability and performance. Each monitored component is measured against defined thresholds to ensure rapid identification of issues and optimized performance.

OpSus|Manage Plus includes monitoring and reporting real-time performance data for the servers, storage and network components that comprise the core MEDITECH infrastructure. In addition, OpSus|Manage Plus includes performance management, backup configuration management, and server and OS patching and firmware updates.

A key benefit of OpSus|Manage is the MyOpSus Portal. MyOpSus is web-accessible and provides customers a view into their MEDITECH systems with real-time monitoring data and reports. The MyOpSus Portal is a valuable tool for managing the ongoing health of your MEDITECH platform.

Operational Sustainability

At Park Place International, our architects, systems and support engineers, consultants, and cloud operations team work together on a mission to bring operational sustainability to healthcare organizations. Our collaborative expertise results in the unique ability to deliver and support solutions for MEDITECH that meet your organization's immediate needs while positioning you for long-term success.