



# Microsoft System Center Operations Manager (SCOM)

Let Your IT Staff Relax for a Moment, While  
SCOM Monitors Every Aspect of Your EMR

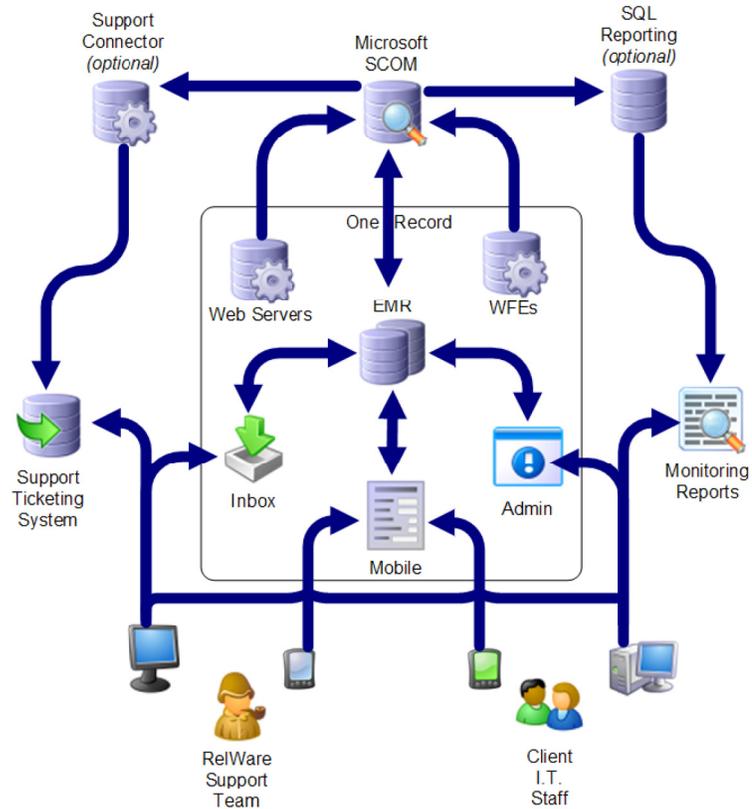
*"Behind Every Page,  
There is a Patient."*

*-RelWare  
Support*

*"With SCOM, we are able  
to take a proactive  
approach to monitoring all  
aspects of the application  
environment."*

*SCOM allows us to  
address potential issues  
before they become  
reality."*

*-RelWare  
Support*



### RelWare Solution

With over 8 years of monitoring our systems within our client's locations and our own, we have it down to a science. With Microsoft® System Center Operations Manager, we have put our scientific method into practice: using large numbers of automated, tested, repeatable jobs that SCOM handles flawlessly.

With SCOM, we have constant, real-time views, alerts, and reports into every aspect of our system. These range from very basic monitors, such as Network monitors, which verify that every machine in the system is able to communicate with each other, and Disk monitors, which ensure data storage is adequate for current growth rates.

### RelWare Solution (cont.)

OneRecord integrates fully with SCOM: both sending information to SCOM and viewing information from SCOM.

Each of our engines provides countless timers and counters for the ultimate in application performance monitoring.

Additionally, we have created SCOM portlets for the OneRecord GUI, as well as similar views added to our OneRecord Mobile application.

This means, regardless of where your IT staff is, or ours, we can monitor the system from front to back anywhere at anytime.

### **Microsoft® System Center Operations Manager (SCOM)**

At RelWare, we have taken the “Best of Breed” solution for end-to-end service management and monitoring of applications, and made it better. We have configured SCOM to perform thousands of monitoring jobs a day. These range from simple network PING tests to complex clustered resource availability checks. A multitude of reporting jobs are also run to ensure our IT staff and yours are kept up to date on all activity.

The flexibility of both Microsoft's SCOM and our X2A2 allow us to monitor not just the environment, but the actual application as well. The X2A2 has hooks for extensive performance monitoring, as well as the ability to send messages to queues that SCOM can also monitor. This provides us with both traditional performance monitoring as well as application error notifications.

SCOM automates routine, redundant tasks, and provides intelligent reporting and monitoring to help increase efficiency and enable greater control of your IT environment. Role-based security, Active Directory integration, and new infrastructure elements make it easier to monitor, configure, and deploy in complex environments. Support for high-availability features such as clustering and failover ensure the IT environment is always monitored.

SCOM is the enforcer of all rules governing the monitoring and service management of the entire OneRecord product suite.

### **Support Services Overview**

The range of support services provided by RelWare helps clients use OneRecord effectively, 24 hours a day, 7 days a week, 365 days a year (24x7x365). RelWare support services provide fast, accurate answers and resolutions to support questions through direct application support, as support staff performs troubleshooting and researches other information from sources such as knowledge databases and product documentation. In addition, as RelWare maintains an in-house Support department that is not outsourced, the support staff maintains direct access and communications with the same people that designed OneRecord for integration—providing answers to questions and serving as a resource in the event of more-severe issues.

### **About the RelWare Support Department**

The mission of the RelWare Support department is to provide exemplary service to clients. RelWare support helps clients deliver superior service and achieve operational excellence. The support team ensures rapid response and resolution for issues occurring with the software. The department provides 24x7x365 coverage with multiple support team members on call. In addition to responding immediately to issues, the support team frequently updates client personnel while issues are being resolved.

### **About the RelWare Support Dept. (cont.)**

The department's overall goal is to minimize the need for support by ensuring the stability of clinical solutions. If support is required, support staff provides personalized, responsive service that exceeds expectations and ensures customer satisfaction. The Support department strives to provide exemplary customer support by maintaining an attitude of genuine helpfulness.

### **About RelWare Technology**

At RelWare, we realized in 1998 that the Internet, and specifically, Web-based technology was the future. We built our company with the continued motto: “Every application is a Web application.” This meant that anytime we looked at writing a new application, we first asked ourselves, “Can I write this as a Web application?” What we soon found was the answer was invariably “Yes”. . .every time.

It has been 10 years since we started, and we are still saying “Yes”. . .every time.

