

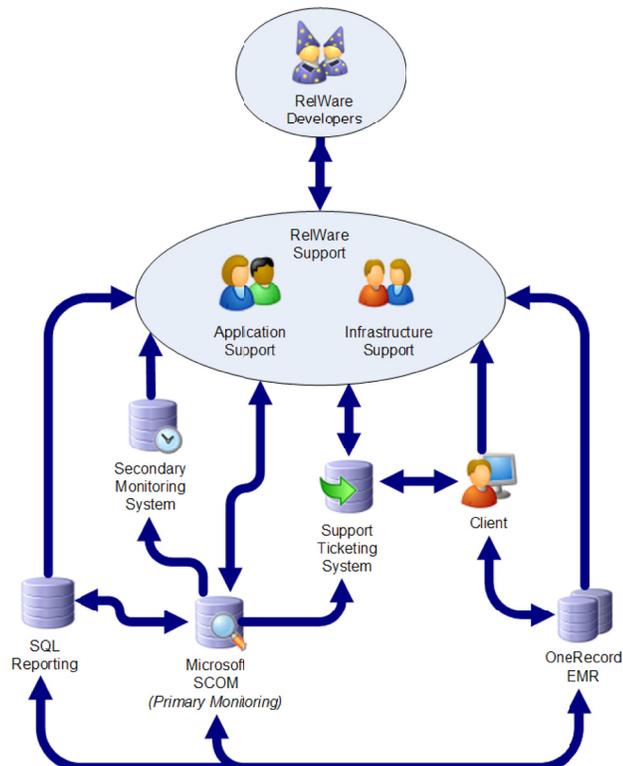


System Support

*“Behind Every Page,
There is a Patient.”*

*-RelWare
Support*

Rest Easy Knowing That We Have Six Avenues of Notification as We Monitor Your System



RelWare Solution

At RelWare, we have perfected and have system monitoring and support down to a science. With Microsoft® System Center Operations Manager, we have been able to centralize the system rules that alert us in the case of any situation needing attention.

These rules monitor all aspects of our OneRecord system, including the physical machines that the system runs on, the network resources, clustering status, disk space, database, and even application errors. Every one of these are sent to our Support department. Additionally, they may trigger the creation of a support ticket within our Support Ticketing System, which

RelWare Solution (cont.)

automatically notifies RelWare Support, and optionally the client's own support department. An additional monitoring system acts as a tattle-tale if SCOM does not report into the system.

SQL Reporting systematically mails reports about SCOM and our OneRecord EMR. Additionally, the OneRecord system has an Inbox designated for RelWare Support, which actively notifies us of new items.

Of course, the client always has the ability to contact Support directly. That may not be the case with your current vendor, but we bring new expectations to healthcare.

Introduction to RelWare Support Services

RelWare offers comprehensive support services to clients, ensuring continuous operations and a high level of performance from OneRecord software. The Support department provides monitoring and troubleshooting services regarding this mission-critical, enterprise software through the Tiered Support Program. The specific assortment of services RelWare provides depends on the level of support-services selected by the client.

Aligning IT objectives and business objectives allows healthcare enterprises to stay competitive. In short, these businesses need operational excellence. The RelWare Support department strives to help clients achieve and maintain this excellence, ensuring the highest levels of system performance and availability, personalized management of clients' applications, accelerated user adoption and satisfaction, and a faster return on investment.

The following provides some additional information about RelWare support services and the Support department, as well as general information about RelWare and OneRecord software.

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.

