

H M D S

Human Medical
Data Service

ViPNet StateWatcher in Medical Practice

Success Story October 2014

Central Monitoring of Computer Systems in Healthcare

Modern doctor's offices are equipped with large-scale and complex systems comprised of PCs, medical devices, and storage solutions connected with each other. If a computer-related failure occurs, hourly costs may quickly add up to more than a thousand Euro, not to speak of the emerging risks to patients' health and extra work for nurses and other medical employees. Imagine a situation when prescriptions cannot be printed; follow-up consultation cannot be arranged; diagnosis-related information cannot be documented in medical records, the record completion deadlines are hence not met and the information is not available for treatment decision making. Dealing with the consequences manually often has flaws. The cost of such failures and extra-budgetary expenditure increase considerably and affect joint practices and medical care centers.

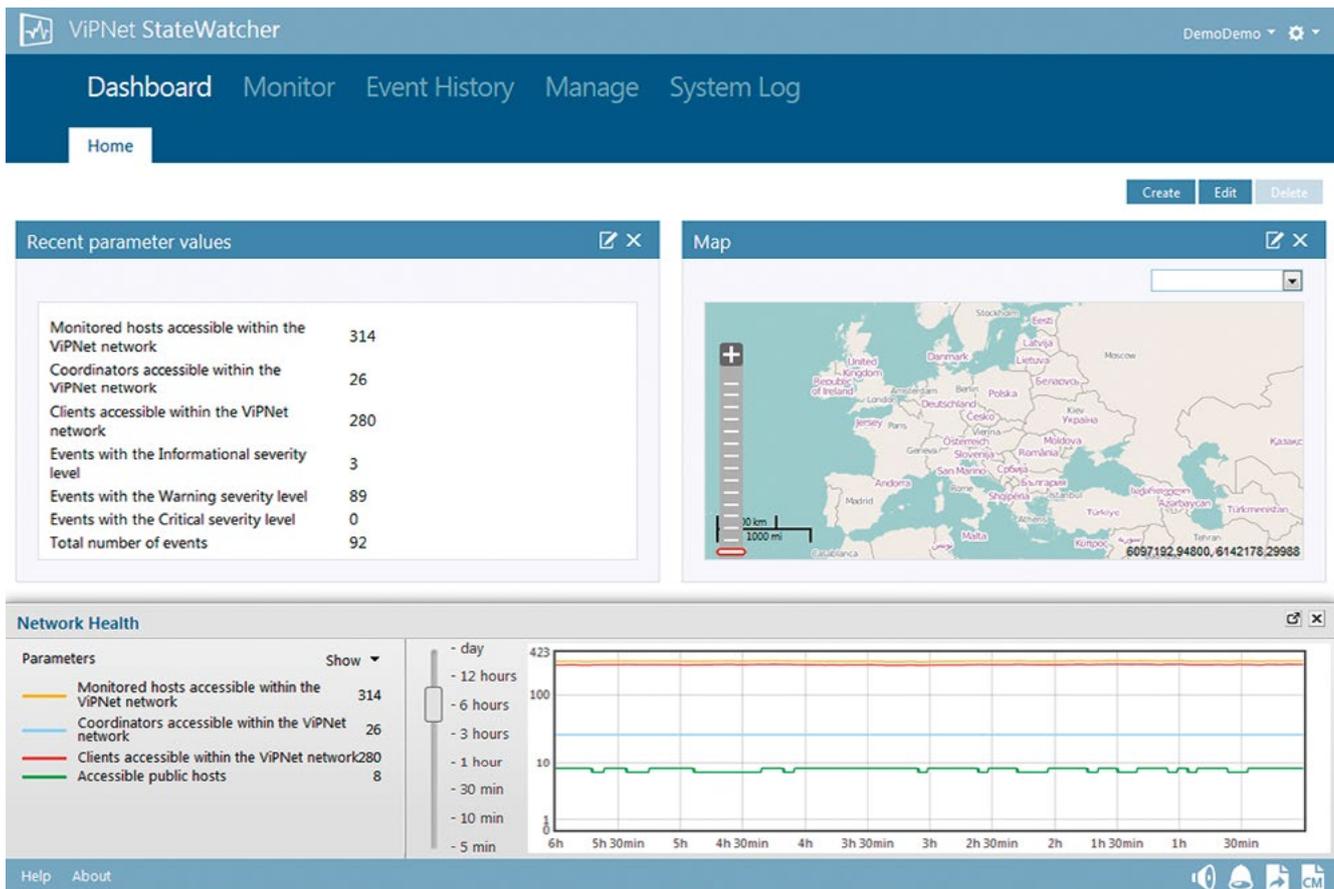
Automated Monitoring for System Failure Prevention

The company HMDS (Human Medical Data Service) offers its clients a service level agreement for

monitoring IT infrastructures in medical practices in order to prevent catastrophic failures and keep a potential financial loss to a minimum. Thanks to this additional service, the state of a medical IT infrastructure can be monitored from the HMDS service center remotely on a continual basis (24x7). Thus, computer failures, or rather software issues can be detected, analyzed, and eliminated in time.

Secure Monitoring with ViPNet StateWatcher

As a tool for centralized incident management and reporting, HMDS uses the ViPNet StateWatcher software solution by the company Infotecs, Berlin. This analysis program allows users to monitor more than 200 parameters at a time such as CPU, data storage and memory capacity. If a parameter has an unexpected or invalid value, the monitoring center sets off an alarm. Then the error is analyzed and eliminated remotely over the secure encrypted VPN connection. Problems are usually resolved in a timely manner, before the system malfunction or failure is noticed in the medical practice.



„We provide our customers (medical practices, clinics, and other medical facilities) with a 24x7 remote service to reduce the downtime of an IT infrastructure to a minimum and thereby increase the efficiency of the workflow. High availability of IT resources also increases employee satisfaction, because many time-consuming manual post-processing tasks are now completely eliminated.“

Klaus Erler, CEO at HMDS – Human Medical Data Service



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