

# Centricity™ Business Remote System Monitoring



Productivity achieved through advance notice of potential system issues and real-time system performance monitoring

Today, healthcare networks must manage the health of a defined population, get paid for maintaining and improving quality of care, and perform disease management and predictive modeling to help improve patient outcomes.

Combined, these pressures push IT departments and end-users to do all they can to get the most from the systems they use. With Centricity Business Remote System Monitoring, healthcare organizations can optimize IT system performance and IT department productivity to lower cost and improve program quality.

A scalable, easy-to-implement solution, Centricity Business Remote System Monitoring checks your essential servers 24x7, to identify and address critical system issues to help you:

- Optimize the performance of your Centricity Business solution
- Get advance notice of potential issues your system may experience
- Proactively fix issues that reduce costly, unplanned downtime
- Easily access real-time reports on your system's performance



# Flexibility to select a coverage level right for you

## SYSTEM MONITORING CONSOLE

With this customer-driven approach to system monitoring, you attend webinars to learn how to configure and maintain your System Monitor Console. You are then able to review, manage, and address alerts in real-time. Included as a component of a standard service agreement.

## SYSTEM MONITORING SERVICE

Alerts are sent to an on-call GE engineer, who reviews errors and corrects critical issues 24x7 with no intervention required on your part. GE provides historical reporting for capacity planning and performs quarterly system optimization analysis. Available for an additional monthly service fee.

## REMOTE SYSTEM MANAGEMENT

Entrust a GE engineer and technical account manager with proactive monitoring of your system's health, troubleshooting, and issue resolution. These designated resources are available 24x7 for critical issues. GE provides historical reporting for capacity planning and conducts weekly status meetings. Available for an additional monthly service fee.



## SERVICE CAPABILITIES

	System Monitoring Console	System Monitoring Service	Remote System Management
Console for viewing and tracking system errors	✓	✓	✓
Setup, configuration, and maintenance of monitoring software		✓	✓
Critical alert detection and resolution		✓	✓
Historical report delivery		✓	✓
Quarterly system analysis/optimization		✓	✓
After-hours resolution of system issues			✓
Daily monitoring by designated remote engineer			✓
After-hours preventive maintenance activities			✓
OS and cache support			✓

©2013 General Electric Company—All rights reserved.

GE, the GE Monogram, and imagination at work are trademarks of General Electric Company.

GE Healthcare, a division of General Electric Company.

540 West Northwest Highway  
Barrington, IL 60010  
USA

[www.gehealthcare.com](http://www.gehealthcare.com)

DOC1306590



imagination at work