Remote System Monitoring and Management
Delivering greater system performance

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Imagination at work.
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Agenda

- Remote Monitoring Service overview
  - How it works
  - Packages available
- Remote System Management overview
  - Overview of Service
Remote System Monitoring
Service overview

- Helps reduce unplanned downtime and improve IT department productivity
- Proactive alerting of potential critical IT infrastructure issues
- 24x7 Remote monitoring and response
- Easy access to IT system asset information
- Reporting on IT system performance
- Enables remote response and resolution from GE Healthcare to critical system issues
Key benefits

**Predictive Alerting**
No need to be caught off guard by system infrastructure issues. We can alert you when an asset is reaching a threshold that could cause unnecessary system downtime.

**Issue Resolution**
You have numerous responsibilities. Let our remote monitoring team relieve the burden on your staff by resolving identified issues so you can focus where you want and drive increased staff productivity.

**On Demand Reporting**
Easily access real-time reports about system performance to identify system optimization opportunities or respond to that last-minute request.

Ultimately, helping reduce unplanned downtime and improve IT department productivity.
How it works
Remote monitoring process

Alerting
Threshold defined alerting for potential system challenges

Detection
24x7 active automated identification

Response
Acceptance and triage of alerts with prioritized action

24X7 Monitoring
System infrastructure and performance monitoring

Your Centricity solution

Reporting
Online real-time access to alerts and system performance analytics

Custom Mobile Alerts
Immediate delivery of specified alerts to mobile device via sms

Any descriptions of future functionality reflect current product direction, are for informational purposes only and do not constitute a commitment to provide specific functionality. Timing and availability are subject to change and applicable regulatory approvals.
System components monitored

- Disk Freespace
- M Database Freespace
- ZBACKUP Status
- Night Jobs Table running
- Errors in the error Trap
- SQL
- Oracle
- Disk Errors
- GE License Slots
- Caché License Slots
- Customer Add-ins
- BACKUP Status of third party backup completion
Requirements for installation

- **VMS 7.3-2+ / AIX 5.3+**

- VMWare server environment provided by customer to install monitoring software
  
  VMWare ESX/ESXi host version 4.x or greater
  1.5GB of Ram available
  2 vCPUs (typically 100mhz)
  50GB Disk Space (initially 8GB, thin provide ok)
  1 Network adaptor with static IP address

- **Cache 2008.2 or greater if monitoring Caché Server**

- Installation of scripts in virtual VMware environment

- System Monitoring Service routines installed in a %SYS namespace

- **VPN/Firewall allowing SSH traffic**
UI overview - cockpit
Real time view of your current system health.

Easy to understand icons represent the health of the host and underlying services.

Detailed overview of Each Server a Click away
UI overview - cockpit

Detailed analysis of item monitored a click away
UI overview – predictive analysis

Adhoc Reporting tool which analyzes historical trends and provides analysis to help IT personnel to plan system growth and help prevent future system performance issues
Summary reporting

Month Wise Utilization Summary from Jun-14 to Jun-19
Projected full date: Sep-16

Legend:
- **Used**
- **Projection**

Bar chart showing space utilization from June 2014 to June 2019, with projected data until September 2016.
Tailored alerting

RMS can send tailored alerts to your mobile phone to give you real time notification of conditions that are important to your staff.
Packages
Packages available

Helps reduce unplanned downtime and improves IT department productivity by providing easy access to IT system asset information, proactive alerting of potential critical IT infrastructure issues, reporting on IT system performance, and enables remote response and resolution from GE Healthcare to critical IT system issues.

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Remote System Management
Remote system management

For customers who would like to have GE Healthcare monitor and manage their system environment 24X7

• Helps reduce unexpected downtime by detecting problems before critical functions and end users are affected

• Provides monthly reporting on alerts and activity

• Delivers quarterly system analysis with recommendations on how to optimize the Centricity system performance

• Provides a designated account manager and technical engineer
Designated assistance

Technical Account Manager

• Schedule and administer regular meetings
• Monitors Siebel Service Requests
• Database growth reports monthly or quarterly
• License trending reports weekly
• Schedules after-hours PM activities
• Capacity planning reports

System Engineer

• Caché certified engineer
• Daily monitoring of system health primarily items that can cause unplanned system downtime
• Monitor Caché and OS error files
• Monitor disk/file system space
• Monitor security plus and Caché license usage
• Additional checks will be added specific to your system and/or processes after initial system review
Service Features

• Act as customer advocate for issue management with third party vendor issues
• Support hours from 8:30 AM to 5:00 PM local time or 7x24 monitoring via Remote System Monitoring
• After hours critical support calls included
• Installation and configuration of System Monitoring Service
• Assistance with after-hours preventive maintenance tasks
• One operating system upgrade per calendar year included at no additional charge\(^1\)
• One database maintenance release upgrade per year included at no additional charge\(^2\)

\(^1\)Minor upgrade only
\(^2\)Maintenance release only, migrations 20% discount
Sample after hours projects

- Caché configuration/CPF modifications
- Configuration tuning efforts – reserved memory, parameter modification
- Database/file relocation - reduce I/O contention, defragmentation
- Global mapping
- Time change
- Scheduled preventive maintenance windows
Experience does matter

Henry Chiu
System Engineer
20 Years with GE

Jim Tirrell
System Engineer
25 Years with GE

Doug Graver
System Engineer
16 Years with GE

Natalie Pascarella
System Engineer
7 Years with GE

Brent Weaver
System Engineer
13 Years with GE

John Rocha
System Engineer
20 Years with GE

Maureen McDonnell
Account Manager
21 Years with GE

Sante Michelangelo
System Engineer
13 Years with GE
Want to learn more?

For more details, questions or to purchase our Remote System Monitoring or Management Services, contact:

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Remote System Monitoring can help reduce unplanned downtime and improve IT department productivity.