

Combining hosting expertise with managed services for optimal support

MITIGATE RISK, ENSURE HIGH AVAILABILITY AND REDUCE COSTS WITH ROLTA TUSC

HEALTHCARE CHALLENGE

Ensuring high availability for your mission-critical clinical applications and websites is a significant challenge in today's resource-constrained healthcare environment.

Each application the hospital introduces to your infrastructure requires multiple technology skills that extend beyond the application itself. To provide stable and secure operations, your staff must also be able to procure, install, tune, maintain, monitor and update the technology and server infrastructure as well as the operating system software. Like many managers, you may be facing difficult budget tradeoffs between wanting to ensure the security, reliability and availability of your environments and the costs of hiring, retraining and updating the skills of your IT staff.

Beyond personnel requirements, achieving high availability requires continual investment in the server, storage, and network infrastructure supporting your mission-critical clinical applications and websites. With capital budgets tightening every day, money for new hardware is scarce at best.

Healthcare is left at a crossroads. There's no question that they can't afford downtime, which impacts both their clinical performance and their reputation. Yet, building and managing a highly available environment is a costly and resource-intensive undertaking in its own right.

Hospitals today need expert administration of multiple and often numerous technologies, access to reliable, flexible and robust IT environments, 24x7x365 monitoring, and the ability to rapidly respond to availability threats. And they need it all at a price they can afford.

Rolta TUSC is poised to help. Our consultants expertly design, host, monitor and manage your infrastructure, helping you significantly reduce costs while providing the peace of mind that your systems are available and protected — all the time.

SOLUTION OVERVIEW

With more than 20 years of experience, Rolta TUSC combines a unique mix of consulting, application management and hosting services to ensure the availability, security and performance of your clinical and enterprise applications and mission-critical websites. Whether your applications require a single server or a complex, national architecture, Rolta TUSC consultants work in partnership with you to design a custom infrastructure and management process that will meet your specific clinical and enterprise requirements.

An Oracle Certified Advantage partner and a Microsoft Certified Gold partner, Rolta TUSC specializes in creating, hosting and managing highly available environments for mission-critical platforms including: Oracle, Microsoft, and web technologies. We support Linux, Windows and Unix operating environments.

BENEFITS

- **Reduce downtime and mitigate risk**—Experienced technicians implement new technology features and perform the latest upgrades in our secure data centers, maximizing uptime and system performance.
- **Lower total cost of ownership**—Reduce or eliminate costs for daily management of your IT infrastructure, as well as training and vendor management expenses. Shift high capital expenses for new technology to predictable operating expenses.
- **Improve service levels**—24x7x365 monitoring and expert administration ensure you receive immediate response to events that affect the availability and performance of your IT environment.
- **Ensure flexibility and scalability**—Applications are deployed within a robust architecture designed for future scalability as application and/or performance needs change.

TESTIMONIALS

“Over the five years I have worked with the TUSC Managed Hosting team, I have found them extremely knowledgeable and capable in regards to networking and server administration. I value their recommendations and feel confident in the processes they have in place in regards to the security of our data on their servers. TUSC services and solutions are delivered and communicated in a professional, straightforward, reliable manner, thanks to their exceptional account management. Our core support team from TUSC is efficient and enjoyable to work with, providing flexibility without compromising security standards.”

—Interactive Marketing Manager
(Healthcare System)

ABOUT ROLTA TUSC

Rolta TUSC is an Oracle Certified Advantage Partner; a CA Partner and a Microsoft Certified Partner. We provide expert functional and technical solutions in the areas of Healthcare Enterprise Performance Management, Business Intelligence / Data Warehousing, ERP Consulting and Implementation, Interoperability and Open Systems Development, Oracle Database, and Infrastructure Services, Hosting Services for clinical environments, Managed Services for Remote Support and ERP Solutions, Oracle Software Licensing, and Oracle Training & Mentoring.



FOR MORE INFORMATION

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SOLUTION DETAILS

From design and build-out of your infrastructure in our state-of-the-art data centers, to complete monitoring and management of your servers and storage, Rolta TUSC provides the expertise to ensure high availability, recoverability and scalability of your clinical and enterprise applications and online presence. We specialize in providing infrastructure design, hosting and full support for: Oracle, Microsoft, and web technologies. Whether your business requires a single server or a complex, highly available infrastructure, Rolta TUSC provides technology-specific expertise to ensure:

Uptime and Availability—Rolta TUSC’s world-class data centers feature fully redundant power and networks, including UPS, routers, switches and firewalls, that serve as the foundation for your custom server/storage architecture.

Responsive Support—We monitor network availability, bandwidth utilization, server disk usage, CPU utilization, memory usage and NIC card activity on a 24x7x365 basis. We also utilize external services to monitor website availability and analyze usage patterns. All monitoring services trigger real-time alerts regarding potential or existing problems, which are resolved rapidly and accurately. Support, security and communication protocols can be customized as needed.

License Version and Change Management—Rolta TUSC applies patches and upgrades as required by your application provider or your business, eliminating the threat of vulnerabilities. We are a Microsoft SPLA licensed provider and ensure that all licensing is appropriately administered.

Disaster Recovery and Backup—Based on your specific recoverability requirements, we implement custom failover and backup policies.

All services are backed by either Rolta TUSC’s standard or a customized SLA, providing the peace of mind you need in today’s healthcare environment.