Ensure peak performance of your IT assets, always

When a business expands, its reliance on technology to back up its services increases. That's why at Healthsoft we offer comprehensive infrastructure management services that cover all aspects of your business.

Healthsoft's IMS services help healthcare providers manage risk and control costs by reducing total cost of ownership, standardizing support processes and letting the business focus on its core competencies. These services address the requirements of organizations for effective monitoring and management of their infrastructure including servers, operating systems, networks, database, application, and storage devices.

Server & applications management

Healthsoft IMS offers reliable, secure and ITIL-compliant support and management services for any type of Unix/LINUX and Microsoft server infrastructure in healthcare providers' data centers. By playing a pivotal role in reducing server operational expenses, increasing server availability, improving data protection & enhancing flexibility, we help healthcare providers maintain a competitive edge.

Alert monitoring:

Remote monitoring of servers on a 24x7 basis for fault, performance, and security alerts. Proactively escalate issues to appropriate groups.

Resolution management:

- Remote resolution of server problems on a 24x7 basis for fault, performance, and security issues.

Vulnerability management:

- Periodic and real-time scanning for vulnerabilities on servers.
- Identify potential security vulnerabilities and resolve them.

User monitoring:

- Track and report all user activity on critical servers.
- Identify suspicious activity and take corrective action.

Backup and Archiving:

- Proactively backup the critical data stored in your servers
- Protect servers from any critical data loss or failure of storage.

Security management

Healthsoft offers proven, managed security solutions to defend your organisation and IT against the growing threat of cyber attacks and misuse of data within the enterprise. Our managed security solutions provide end-to-end proactive and reactive security covering desktops to LAN/WAN and Internet, using a combination of innovative security methodologies and industry best practices.

Intrusion Detection and Prevention:

- 24x7 monitoring of your mission critical information infrastructure for any internal or external threats.
- Includes event correlation and analysis to eliminate false positives and proactive warning of any threat conditions.

Perimeter security management:

- Remote installation, configuration and management of your perimeter security infrastructure on a 24x7 basis.
- Proactive identification and resolution of fault, performance, and security issues.

Vulnerability management:

- Periodic and real-time scanning for vulnerabilities on your information infrastructure.
- Identify potential security vulnerabilities and resolve them.

Compliance monitoring & reporting:

- Track, audit and report all access to patient information against HIPAA compliance regulations and generate standards-compliance reporting.

Web security management:

- Proactively scan and detect vulnerabilities as well as offensive content on customer-facing web applications.

Network management

Healthsoft IMS offers reliable, secure, HIPAA and ITIL-compliant support and management services for any type of healthcare network infrastructure. Our expertise in multiple network technologies and critical network infrastructure helps us efficiently manage LANs, WANs, VPNs, wireless networks, virtual networks and converged networks thus ensuring all time access for end-users to their applications.

Alert monitoring:

- Remote monitoring of networks on a 24x7 basis for fault, performance, and security alerts.
- Proactively escalate issues to appropriate groups.

Vulnerability management:

- Periodic and real-time scanning for vulnerabilities on network devices.
- Identify potential security vulnerabilities and resolve them.

User monitoring:

- Track and report all user activity on critical network infrastructure.
- Identify suspicious activity and take corrective action.

Patch and configuration management:

- Proactive and timely installation of critical patches.
- Manage configurations of all your network devices.
- Helps prevent downtime and intrusions.

Storage management

Healthsoft IMS provides a suite of services that helps you plan, implement and manage storage services and achieve financial goals without compromising security. Our cost-effective and efficient storage services help you provide storage and backup services based on various levels of access, redundancy, performance and replication for your end-users without any complications. We have defined strategies which enable you to meet the demand for storage requirements without cutting corners on security and integrity of your data.

Storage planning and design:

- Understand the various user and application storage needs and develop an effective storage infrastructure design.

Storage solution implementation:

- Install and configure storage devices, SANs, NASs and "storage clouds" that best meet the needs of your end-users and critical healthcare applications.

Storage monitoring & management:

- Proactive monitoring of storage service levels
- Identify critical conditions before end-users noticeperformance degradation.

Storage optimization:

- Analyze existing storage implementation, develop and implement optimization techniques to ensure best price-to-performance ratio.

Backup and Archiving:

- Develop backup plans and implement backup solution to archive mission critical enterprise data for compliance and disaster-recovery scenarios.

Desktop management

Healthsoft IMS offers a fully remote-managed solution with world-class, reliable and secure support and maintenance services for desktops. Our solutions help IT departments to deliver high quality, cost-effective desktop support by optimizing desktop infrastructure, improving end-user productivity and protecting desktop assets.

Diagnostics and root cause analysis:

- Help diagnose and identify root-cause issues for performance and security-related issues with the desktop.

Security management:

- Ensure that the desktop is free of any virus, mal-ware, ad-ware, etc. This includes full detection and removal of security threats.

Tune up and performance management:

- Identify and resolve issues related to poor performance with the desktop. This includes disk de-fragmentation, clean up of start-up files, clean cache, etc.

Patch management:

- Identify any patch anomalies with the desktop applications and ensure all patch levels are current with the desktop.

Backup and archiving:

- Proactively backup the critical data stored on desktops, and protect from any critical data loss or failure of hard disks.

Database administration and management

Healthsoft IMS is a fully remote-managed solution that offers world-class, reliable and secure support and maintenance services for critical healthcare data. Some of the aspects covered are:

- Proactive remote database monitoring and management
- Database health management
- Database administration
- Performance optimization actions to recover the due amount.

Why Healthsoft

The Healthsoft advantage rests on a solid framework of

- Domain expertise
- Strong application background
- Best-in-breed practices
- Integrated solutions
- ITIL process compliance

About Healthsoft

Healthsoft is an IT solutions provider dedicated to simplifying healthcare. We create solutions to help healthcare providers work faster, smarter and better by building custom process-driven solutions to give our customer a strong IT backbone. Technologies that adapt to your operations, and not the other way around.

Healthsoft
Dependable. Always.

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