



Merge Monitoring

An infrastructure tool designed to ensure maximum system performance and stability for Merge solutions

Merge's Remote Monitoring service reduces time spent on technical issues by **up to 85%**.

You have a business to run. You don't have time for system disruptions or outages. Your goal is to remain up and running to ensure profitability, quality patient care, and satisfied end-users.

Now you can.

How We Can Help

Your investment made in Merge's solutions justifies the need for a tool that promotes 24/7 up-time. And Merge has developed a remote monitoring system that guards and protects your business all day, every day.

Using this technology, your environments are monitored around the clock to ensure maximum system availability. Data is collected for all major components, including OS, Database, Application & Interfaces. The data is aggregated to provide key performance indicators that are compared to thresholds determined to predict the need for intervention.

With our proactive monitoring service, alerts are automatically converted into cases in the Merge CRM system and delivered to Merge's Technical Support Team before any critical system disruptions can occur.

The metric data used to identify these potential issues is also stored for you to analyze trends through a variety of reports. The end result? A smooth-running business and peace of mind!

MERGE

innovative imaging™

Available around the clock, **Merge** Monitoring

ensures maximum system availability for all Merge solutions.

With Merge Monitoring you can...



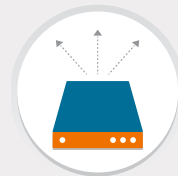
Identify and resolve problems before they disrupt productivity



Optimize systems and improve planning with access to Merge Monitoring Portal dashboards and reports



Improve service delivery, stabilize critical platforms and enhance user productivity



Easily deploy to all your Merge solutions since it grows with changing features and market requirements



Streamline IT troubleshooting, minimize resource requirements and improve resolution times

Comprehensive Remote System Monitoring

System health checkpoints, including:

- Response times, availability and uptime
- CPU, memory and disk utilization
- Processes, services and scheduled tasks
- Application queues, web pages, and DICOM/HL7 interfaces
- Event and application logs
- Database queries, health, and backups
- Directory and file systems
- Network interfaces and bandwidth
- Performance counters and statistics
- SNMP

Native compatibility with the following OS, Database & Storage:

- Windows
- Linux (RedHat, SLES)
- UNIX (HPUX, Solaris, AIX)
- VMware
- Microsoft SQL
- Oracle
- IBM DB2
- Sybase
- Storage (NetApp, EMC, IBM, Dell)

Merge Monitoring Portal

Merge Monitoring service gives you access to a Merge Monitoring Portal and allows a view of raw data, detected events and status reports of all systems monitored. The information can be used prior to Merge engagement, for business planning and for analysis of workflow. Monthly reports are automatically sent to your IT Staff and provide a summary of alerts, interventions and downtime minutes avoided.

About Merge Technical Support

Available 24 hours a day, 7 days a week, Merge's Technical Support is committed to helping you meet your needs. From scheduling training to requesting a system upgrade and more, we've got you covered. Our support team consists of hundreds of analysts who possess strong technical skills, a clear understanding of your workflow needs and countless years experience with Merge's solutions.

Merge is a leading provider of clinical systems and innovations that seek to transform healthcare. Merge's enterprise and cloud-based services for image intensive specialties provide access to any image, anywhere, any time. Merge also provides health stations, clinical trials software and other health data and analytics solutions that engage consumers in their personal health. With solutions that are used by providers and consumers and include more than 20 years of innovation, Merge is helping to reduce costs and improve the quality of healthcare worldwide.

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