

# Avance Uptime Assurance for Healthcare



## High availability for physician practices and clinics

It's a busy Monday. Everyone in your practice is booked, maybe double-booked, all day. On top of that, your staff is trying to squeeze in appointments for patients that need urgent care. Then your server fails, which means caregivers can't use your electronic health records (EHR) and practice management systems. Now what?

As you increase the use of health information technology in your practice, you want to avoid the problems that happen when systems don't work as expected. So healthcare providers like you are careful to pick the right software for your practice or clinic.

While choosing your healthcare applications is very important, those selections alone won't keep your systems up and running. You have to plan for service levels and system availability. It's a lot to take on — and assuring uptime is where we at Stratus Technologies help.

**“ One hour of software downtime can cost a practice almost \$488.00 per physician. This can equate to almost \$43,000 per day for a 10 physician practice.”**

**AC Group**

Our highly automated Stratus Avance® software is the most reliable and affordable way to keep your healthcare and practice management applications available, all the time.

### THE IMPACT OF DOWNTIME

The effects of downtime depend on how and where you use healthcare IT solutions in your practice: EHR/EMR, practice management, decision support, PACS.

#### CLINICAL IMPACTS

- Limited or no access to patient records
- Delays in getting test results
- Decision support unavailable
- Computer provider order entry (CPOE) unavailable
- Clinical encounter data may not be captured

#### FINANCIAL IMPACTS

- Rescheduled or lost patient appointments
- Tasks take longer to perform manually
- Staff hours needed to enter data after system is restored
- Revenue delayed if billing is disrupted

Uptime. **All the time.**



## The difference high availability makes

The AC Group 2011 Healthcare Technology Survey, *The Costs and Implications of EHR System Downtime on Physician Practices*, found that mission-critical clinical applications are becoming more significant. Government incentives to adopt EHR technology — in the U.S., the ARRA HITECH Act — are part of the reason why this change is happening now.

And four of the top five clinical applications that physician practices see as the most important in the next four years are ones that perform a critical role: EHR, clinical information systems, clinical data repository, and point-of-care clinical decision support.

Still, the AC Group found that 87% of practices spend no time evaluating service levels and uptime when selecting essential EHR systems.

“Although software vendors rarely provide uptime commitments, a physician’s practice should require written documentation that the proposed EHR application meets today’s generally accepted standards for high availability (i.e., less than one hour of unplanned downtime per year on average) in actual installations, or that its software is certified to run on high-availability products from other vendors with no performance impact,” said the report.

We sum it up like this: When you can’t risk unplanned downtime and data loss, you have to carefully consider the technology infrastructure that your clinical application software will run on.

### Download the free report

Read the finding of AC Group’s three-month study and use the included worksheet to estimate what downtime costs your practice.

[http://go.stratus.com/ACgroup\\_Paper](http://go.stratus.com/ACgroup_Paper)

## Three Approaches to Resilient Systems

Uptime	STANDARD SERVERS	TRADITIONAL CLUSTERS	AVANCE SOFTWARE
<b>Unplanned downtime*</b>	<ul style="list-style-type: none"> <li>87 hours / year</li> </ul>	<ul style="list-style-type: none"> <li>9 hours / year</li> </ul>	<ul style="list-style-type: none"> <li>Less than 1 hour / year</li> </ul>
<b>Failure recovery time</b>	<ul style="list-style-type: none"> <li>Hours</li> </ul>	<ul style="list-style-type: none"> <li>Hours</li> </ul>	<ul style="list-style-type: none"> <li>Less than 40 sec</li> </ul>
<b>Fault detection</b>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>Yes: predictive, automatic</li> </ul>
<b>Deployment</b>			
<b>Set-up time</b>	<ul style="list-style-type: none"> <li>Hours</li> </ul>	<ul style="list-style-type: none"> <li>Days to weeks</li> </ul>	<ul style="list-style-type: none"> <li>About 1 hour</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Complex and manual</li> </ul>	<ul style="list-style-type: none"> <li>Simple / automated</li> </ul>
<b>Expertise / training</b>	<ul style="list-style-type: none"> <li>Yes</li> </ul>	<ul style="list-style-type: none"> <li>Significant</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Cost</b>			
<b>Initial purchase price</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>High cost</li> </ul>	<ul style="list-style-type: none"> <li>Low cost</li> </ul>
<b>SAN</b>	<ul style="list-style-type: none"> <li>Not required</li> </ul>	<ul style="list-style-type: none"> <li>Required</li> </ul>	<ul style="list-style-type: none"> <li>Supported; not required</li> </ul>
<b>Built-in management</b>	<ul style="list-style-type: none"> <li>No</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>	<ul style="list-style-type: none"> <li>Yes</li> </ul>

\* Approximate yearly average

Uptime. **All the time.**

## Stratus Avance High Availability: all uptime, no worry

For the past 30 years, we've been the technology company behind the highest levels of uptime for our customers' critical applications.

Our latest innovation, Stratus Avance software, uses a pair of standard servers to provide industry-leading uptime. In fact, average downtime for Avance software is less than one hour per year. The average for server clusters? Four to eight hours.

Your IT professional won't need special hardware or extra technical skills to set up the Avance solution. With just a few clicks, our software installs a high-availability environment that immediately protects you against the high costs of downtime, data loss, and reduced productivity.

**“ For every minute an EHR application is down, the average physician practice spends 2.15 minutes to perform the required tasks manually plus the time required to update the computer systems once the system is back up and operating.”**

### AC Group

Our Avance solution operates on two standard servers managed as one. Your applications run on one server, while Avance High Availability automatically replicates your data to the second server in real time.

Designed to prevent downtime, Avance software handles hardware, network, and host software problems, without the need for a restart. It's the only high-availability solution designed to detect, isolate, and handle these issues automatically.

For your practice, that means your critical applications stay up and running continuously. Without downtime and data loss. And without the expensive, customized systems that need plenty of attention from an IT expert.

And we help you pair this effortless high availability with CCHIT-certified applications. Our partners offer software that includes EHR and integrated practice management solutions.

### AVANCE SOFTWARE AT A GLANCE

#### UPTIME, ALL THE TIME

- Designed for less than one hour of unplanned downtime annually
- Prevents system interruptions and data loss
- Minimizes downtime for scheduled maintenance procedures

#### VERY AFFORDABLE

- There's no need to change your software application
- You won't need special hardware
- You don't need external storage to ensure high availability
- Includes virtualization at no additional cost

#### EASY TO OWN

- Works with Windows® and Linux® operating systems
- You won't need advanced technical skills
- Our high availability manages itself
- IT can administer the system from anywhere
- 24/7 monitoring is part of the solution

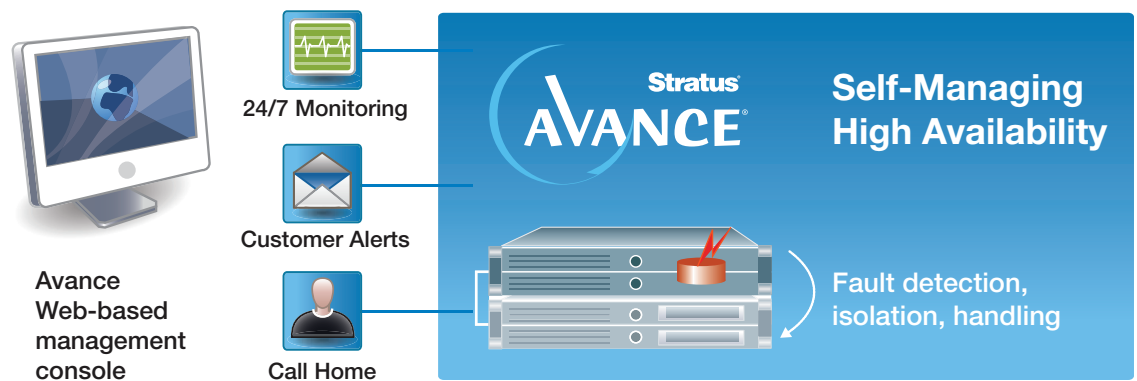
## What uptime assurance could mean for your practice

You know all about clinical monitoring technology that checks the vital signs of your patients. But when it comes to your computer system, continuous monitoring is something you probably don't expect. Think of Avance as "uptime software" that manages itself.

Everyday operation is simple because you don't need to have an IT support person onsite. Your physical x86 servers, virtual machines, and network interfaces can all be managed remotely from a single Web-based management interface.

And if our monitoring detects a fault, it migrates your applications and data to your other server node. Everything happens automatically, and there's no impact on performance and no loss of data.

The Avance dashboard also gives your designated IT administrator detailed alert information, including guidance for fixing the issue. At the same time, Avance call-home technology notifies the Stratus support center. It automatically reports the type of fault that's occurred and its exact location. So you're covered by fast problem resolution and expert support technicians when you need them.



Avance High Availability monitors your hardware and host software for more than 150 critical operating conditions. Our software checks system heartbeat and the health of server drives, fans, power supplies, and other system components to predict faults and performance degradation.

### To arrange a demo

Call: 1-800-Stratus or email: [AvanceDemo@stratus.com](mailto:AvanceDemo@stratus.com)

Learn more at: [www.stratus.com/avance](http://www.stratus.com/avance)



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