IT Performance
MONITORING

CareTech
An HTC Global Company

Because Every Second Counts.

Your end-users cannot afford one minute of downtime or even system "slow down" time. They rely upon a consistent flow of information to deliver the kind of care your patients both expect and deserve.

Keep them covered with a 24x7x365 monitoring solution that can be quickly implemented and ensures dependable access to what they need, when they need it most.

CareTech Solutions' integrated approach to IT Performance Monitoring was designed and built for healthcare, measuring the performance and availability of everything from your networks to your end-users' applications, so you are never caught off guard.

For nearly 20 years, CareTech Solutions has been delivering customized IT solutions with a commitment to "Performance Excellence in Healthcare IT" that has earned the 2008, 2009, 2010, 2011, 2013, 2014, 2015/2016 and 2017 Best in KLAS Award for Extensive IT Outsourcing, as well as 2012, 2013, 2015/2016 and 2017 for Partial IT Outsourcing as ranked by healthcare executives and professionals in the Best in KLAS Awards: Software & Professional Services report.

Maximize Your IT Operations While Minimizing Costly, Unscheduled Downtime.

CareTech Solutions' comprehensive monitoring service goes beyond merely checking the functionality of your systems. We provide a detailed view into each layer of your IT infrastructure via dashboards that can be tracked on your mobile device, helping you maintain optimal system performance by keeping you ahead of degradation and system failures.

Our experienced healthcare IT professionals are trained to understand the unique needs of hospitals and their end-users. Employing the latest in industry-leading monitoring technology, analysts remotely track every level of your IT framework to ensure optimal operational efficiency. Real-time and trending data is analyzed to proactively forecast and prevent delivery interruptions that could affect your patient care.

Intelligent ticketing correlates alerts with synthetic transactions to measure true system performance and is backed up by Best in KLAS Level 1 and 2 support, freeing your staff to concentrate on more mission critical duties. Our consistent event management processes provide quicker root-cause analysis and resolution of healthcare IT issues and stoppages.

CareTech Tracks Six Leading Performance Indicators:

- IT system interfaces between hospitals and healthcare systems
- Up/down monitoring to ensure that devices are working
- Continuing efficiency of system performance trending and application operations
- Clinical experiences of physicians and staff
- Data center environmental factors
- Execution and delivery of hospital websites and patient portals

Performance Excellence In Healthcare IT™

9 YEARS