



## *Manage InfraHealth*

### IT Infrastructure Management Services for Healthcare Industry

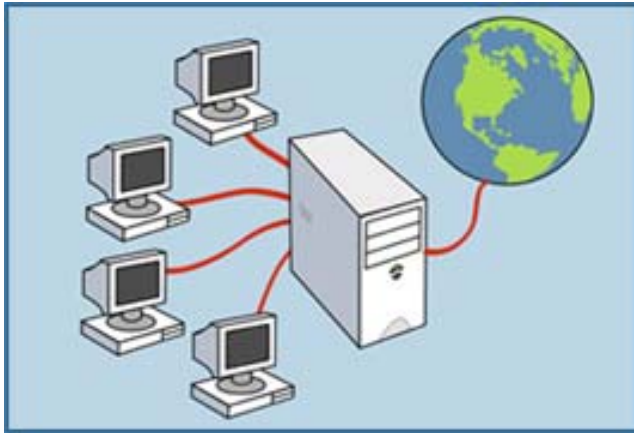
**Assured Round-the-Clock Availability & Performance**

#### The ecfirst.com Value

- ✓ Decade plus of experience in managing enterprise and SMB customer's IT infrastructure
- ✓ **Integrated** services for monitoring, alerting, fixing and reporting – **One Stop Shop**
- ✓ **Always on Service** - Technical experts are at hand 24x7
- ✓ Self Help Customer Portal - Any-time access to automated and real-time reports
- ✓ It's an **agent-less** service - **non-intrusive** and **scalable** service
- ✓ There is no upfront investment - pure **subscription based model**
- ✓ **Secure and redundant** connectivity
- ✓ **Data privacy** – data resides in our NOC in USA
- ✓ Service delivery processes conform to **ITIL standards** – Shared Services Operations Center is BS15000 certified
- ✓ Services **pervasive across all technologies** - we can monitor and manage your entire IT infrastructure
- ✓ **Flexible** services - option of a monitoring only service or a complete coverage of monitoring and management

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The key business imperatives faced by you while managing your business are:

- Regulatory compliance such as HIPAA, FISMA, Homeland Security is becoming mandatory
- Managing availability and security of the infrastructure is assuming critical proportions
- Cost of IT infrastructure management is escalating
- IT team is getting enmeshed in day-to-day IT operations and is not able to focus on compliance related issues
- Notification of vulnerability exploitation and containment during non-working hours is a major issue

To run your business effectively, it is essential that you are able to address all these issues and are able to concentrate on your compliance issues and aligning IT with business. To achieve this, you need a credible vendor to manage your IT infrastructure 24x7.

### The Solution

Your search stops at us! We have just the right solution to address each of your issues. Our managed services allows you access to:

- 24x7 proactive services to ensure regulatory compliance
- Non-intrusive and scalable service – agent less and hence scalable without much investment
- Best practices & ITIL compliant service delivery processes
- Monitoring & management tools without investing in them
- Technical experts across technologies

Our offering is customized for the Healthcare industry to ensure cost effective and optimized solutions to meet your IT infrastructure management and compliance needs.

Our service will allow you to concentrate on critical issues at hand by taking away the headache of day-to-day operational transactions.



Figure: Technology Span of our Service Offerings

**“We remotely manage the world’s largest private network and private MS Exchange 2000 set-up”**

Based on our vast experience in this field and a deep understanding of the challenges faced by you, we have customized our services to meet your management & security needs. We will remotely manage your server systems, messaging platform, security and network infrastructure 24x7. We will also provide one-time or periodic remote vulnerability scanning and ethical hacking services for your security & compliance needs.

Our tried-&-tested services are based on ITIL standards and we utilize world-class tools such as HPOV Service Desk, Sitescope and Solar Winds. So you get access to best-in-class practices and tools & technology at a surprisingly affordable price!

### How Our Service Works

We will connect to your infrastructure through a secure connectivity from our co-location in USA. We will proactively monitor the availability and performance of your infrastructure components, provide system administration and troubleshooting services in case of any incidents or failures and help in restoring the device(s) quickly.

Our monitoring tool will poll your devices, device components and services every five minutes. In case of any anomalies with two successive polls, we will alert you within fifteen (15) minutes based on the escalation matrix provided by you via a pager alert or a mobile SMS and via email. Our engineers will then swing into action and resolve the trouble ticket as per the service level norms using our remote management tools.

We will proactively update you about the status of the service and service level compliance through our customer portal - MicroLite. The customer portal will enable you to view trouble ticket status, view real-time device availability status, query & download reports and update/modify your information as and when you want.

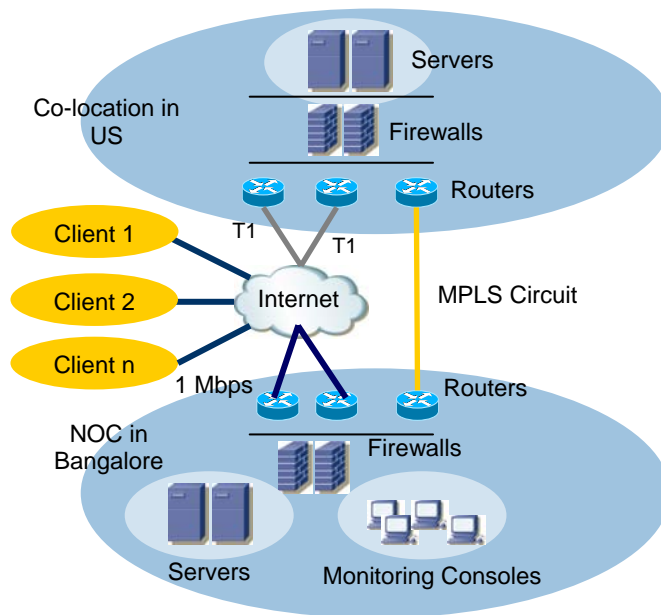


Figure: Our Service Delivery Architecture

For more information on our services such as service deliverables, service levels and pricing, please contact us at  
 +1-877-899-9974 x17  
 or write to us at  
**Lorna.Waggoner@ecfirst.com.**  
 Our representative will get in touch with you soon with all the details.  
 You can also visit us at [www.ecfirst.com](http://www.ecfirst.com)

### How Do You Sign Up

Signing up for service is a hassle-free process with minimum paper work. Once you sign up, we will provide you with a welcome kit consisting of a unique customer ID, secure login and a password to our customer portal.

Once you log in, you need to fill in the infrastructure details, escalation contacts and alert methodology (SMS, pager or email alerts). We will then connect to your infrastructure, transition the devices to be managed and initiate the services. The quality of the service and device status can be viewed any time on the customer portal.

### In Summary

Our tried-and-tested service offering will provide you systems, network, security and messaging system assurance round-the-clock. We will ensure that your infrastructure is always available and performing optimally.

Once you sign up for our services, we assure you that you will be freed from your daily operational transactions and be able to focus on critical business imperatives and strategic planning.

We will manage your entire IT infrastructure round-the-clock at a price that will not pinch your pockets! You can relax!



**Avail a 30-Day Free Trial Offer**  
 Applicable to the first 10 customers signing up  
 Remote Monitoring Services for up to 10 devices  
**So Go Ahead & Call Us!**