



INTEGRATION ENVIRONMENT SUPPORT **SERVICES**

Connecting Data, Improving Care

24/7/365 Integration Environment Support

Real-Time Monitoring, Alerting and Reporting Dashboard

INTRODUCTION

Established 20 years ago, over 50% of NHS Trusts have chosen to work with ReStart to help solve their data interoperability challenges and 80% of customers rely on our 24/7 Integration Environment Support. ReStart has an experienced team of data and interoperability specialists who have expertise with all major clinical and administrative systems used in health and care.

ReStart's Integration Environment Support provides a real-time monitor and alert service for all health and care integration engines. Support is offered 24/7/365 for all interfaces from ReStart's experienced team of UK based integration experts.

53%

NHS Trusts have
chosen ReStart

OVERCOMING CHALLENGES

As a result of rapidly identifying and resolving errors, ReStart's Integration Environment Support can:

- Enable consistent flow of information
- Reduce disruption and impact on clinical teams
- Lower cost and operational overheads by avoiding disruption
- Reduce burden on technical staff

HOW IT WORKS

Tickets are generated automatically by the IMX alerting process, the Trust, or third-party system suppliers. Restart's helpdesk adheres to ITIL standards, and all staff have secure access to the HSCN network, enabling thorough investigation and resolution of issues. If a problem involves a third-party system supplier, we will communicate directly with them to save time and resources for the customer.

SUPPORT COMPONENTS

24/7/365 Integration Environment Support

- Access to an experienced team of UK based integration experts
- Guaranteed response time. Incidents responded to within 10 minutes of being logged

IMX Monitor Dashboard

- Combines real-time analytics in a unified view
- Monitors conditions and facilitates an understanding of the integration environment
- Reporting and analytics
- Tracks and monitors support tickets

Reporting and Analytics

- Gain insights into monthly performance reports covering a service summary, incident reviews and recommendations for preventative action.

"ReStart's Integration Environment Support gives us peace of mind knowing that should we have any issues with our Integration Engine ReStart has got it covered."

Joshua Chandler, Chief Digital Information Officer, Bedfordshire Hospitals NHS Foundation Trust

ReStart's IMX Monitor Dashboard gives administrators a clear overview of their integration environment's health and how it is being supported at any time. Developed in conjunction with NHS partners, the dashboard provides an update of all support tickets, their status as well as reporting functionality for advanced insights and analytics.

The dashboard also provides a clear view of message throughput, queues or errors, server and system connectivity and uptime, backup or mirror status and database size, interface creation, activity history log, deletion and status.

Alerts

IMX Monitor displays an overview of alerts, detail of the alert, when it was raised, the severity and how it is being dealt with.

Server Health

See an overview of all your servers, health status, issues raised and how they are being fixed.



Error Log

Have visibility of all the error logs that have been recorded in the last 24 hours and past week.

Support Tickets

Preview all your Support tickets, what the issue was and its priority.

ADVANTAGES

Real-Time Tracking

Instantly monitor current integration environment performance for timely decision-making and adjustments.

Server, Interface and Alert Performance Analysis

Evaluate and compare the performance of individual servers or interfaces for informed business strategies.

Support Ticket Performance Analysis

Track and analyse the performance of support tickets with metrics like connections, backups, message failures and error logs.

Error Log Summaries

Identify errors occurred in the last 24 hours and the past week to help identify areas for improvement.

Custom Notifications

Sent to the designated administrator via email or SMS.

SUPPORT PACKAGES

We provide a choice of support plans to suit your organisation's needs and the integration skills of your team. Our support covers the full integration engine environment including bespoke interfaces and any newly deployed interfaces created during the contract period.

LEVEL 1 Core Support

- IMX Monitor Dashboard
- Out of Hours Support
Mon – Fri 18:00 – 08:00
Sat & Sun 24/7
- **Response Outcome:**
 - Alert of issue is sent

LEVEL 2 Standard Support

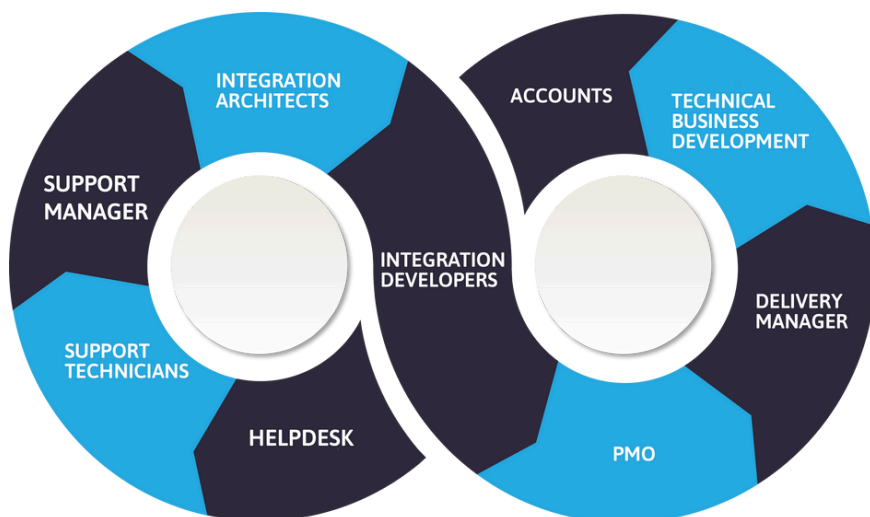
- IMX Monitor Dashboard
- 24/7/365 Support
- Monday – Sunday
- **Response Outcome:**
 - Issue identified
 - Diagnosis made
 - Advice given
 - Chargeable fixes

LEVEL 3 Advanced Support

- IMX Monitor Dashboard
- 24/7/365 Support
- Monday – Sunday
- **Response Outcome:**
 - Issue identified
 - Diagnosis made
 - Advice given
 - Chargeable fixes
 - 10 days towards change requests through support

ACCESS TO AN EXPERIENCED INTEGRATION TEAM

The ReStart support and delivery teams are full time UK based employees, with a very low rate of staff turnover. We offer continuity of service, consistency of advice and trusted knowledge, with a deep and long-term understanding of all our customer's history and infrastructure.



ABOUT RESTART

ReStart is the UK's leading provider of data and interoperability expertise to the NHS. With over 20 years of experience, we partner with 53% of NHS Trusts and provide 24/7 Integration Support to more than 20% of them.

Our dedicated team of full-time technical specialists are based across the UK and work directly with NHS technical teams to solve complex interoperability and data migration challenges. We have deep expertise in leading integration engines such as HealthConnect and Ensemble, Qvera, Mirth, and Cloverleaf, and in building data interfaces for supplier systems including Cerner, Lorenzo, Meditech, IPM, Epic, CaMIS, TPP SystemOne, Altera Sunrise, Nervecentre, and SystemC.