

# Remote Monitoring System | Fact Sheet

## Proactive Remote Monitoring and Support Services

### RMS: What Is It and Why Do I Need It?

The exclusive Sage Remote Monitoring System (RMS) gives Sage Intergy customers peace-of-mind. RMS users know that their system is running error-free. They get automatic software updates. RMS is a monitoring and management tool used to assist Sage in providing proactive support and software updates to customers who use the Sage Intergy suite of software products. This is a key feature not found in most other practice management and electronic health records (EHR) systems.

One of the primary purposes of RMS is to provide an early warning and notification mechanism that can prevent or minimize many host and application errors from occurring on our customers' systems. Proactive monitoring of system health and performance means that support personnel are provided with advanced critical system information about the status of the application or host server before there's a problem.

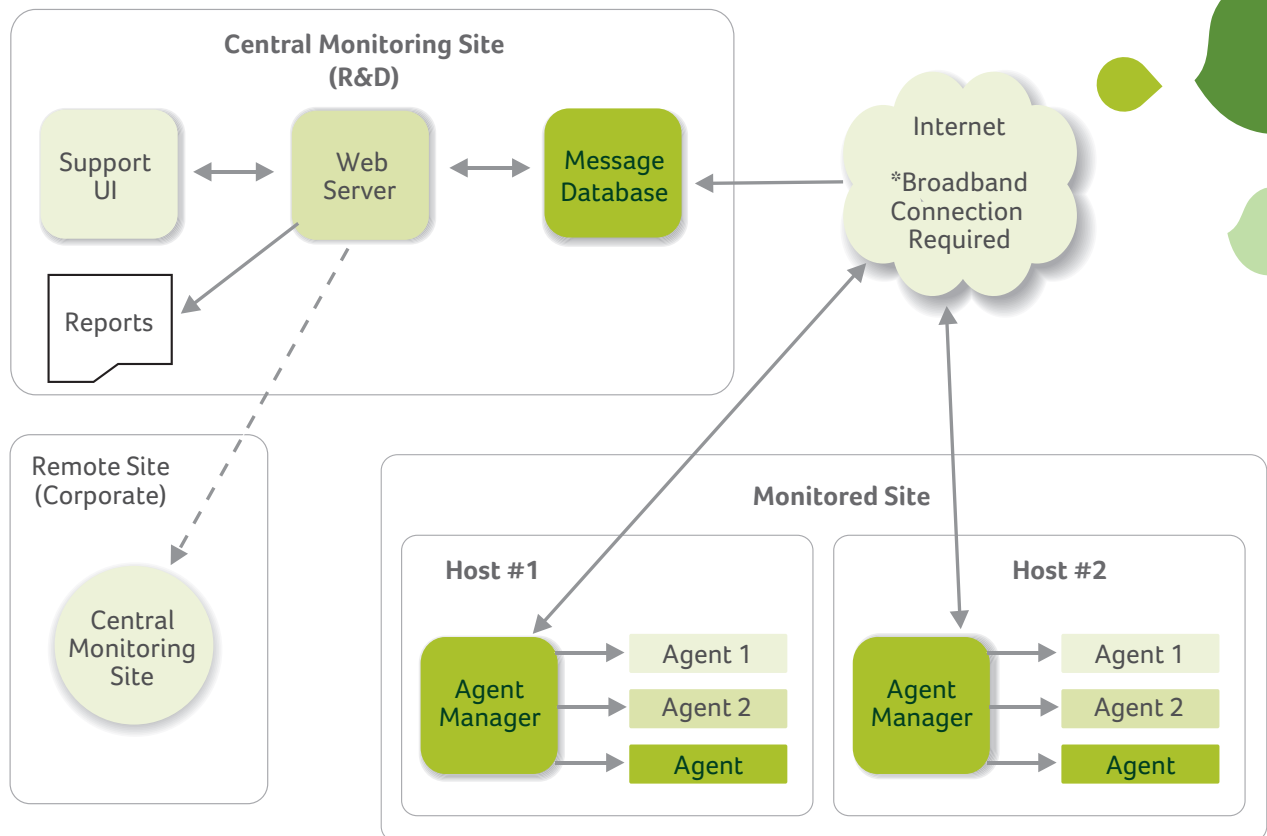
This proactive approach to system support can help diagnose system problems, measure system and application usage, reduce

system downtime and improve system reliability by resolving potential issues before they affect your systems.

In addition to proactive system support, RMS also enables Sage to automatically provide software service pack updates to our customers. This automated method of updating our customers' systems provides them with a simpler way to stay on the most current Version of our software, while also minimizing the downtime needed to update the software. With the RMS Automatic Update process, our customers have complete control over when the update is performed.

### Agents

RMS uses small host programs called agents to collect and report on health, configuration and usage information residing on the customer's host server. These agents can be individually scheduled



to execute at a specified frequency or be executed ad-hoc in order to collect and return this information in the form of a message to the RMS Central Monitoring Site. Event thresholds (e.g. high disk space utilization) trigger application and host server warning and error conditions which send real-time alarms to RMS.

### Monitoring

The term 'monitoring' is a general term used to describe the ability of RMS to gather critical system information such as:

- Health (e.g., Operating System Version, application Version, installed modules and disk space)
- Performance (e.g., error / warning messages and CPU utilization)
- Communications (e.g., Rx queue errors)

### System Health

Health agents provide information that relates to the preventative maintenance of a system. RMS monitors:

- System Statistics
- Backup Routines
- Disk Space

- Database Size Management
- Run-away processes or problems that may indicate a software malfunction

### System Performance

Performance agents provide information relating to the full optimization of the system and reports on certain indications of abnormality. RMS monitors:

- CPU Utilization
- Operating System Sizing and Performance
- Error / Warnings
- Database Sizing and Performance

### Third Party Communications

Communication agents provide information relating to the systems ability to keep communications up with third party applications and services. RMS reports on both delivery and communication problems for monitored agents. RMS monitors:

- Support Communications
- Pharmacy Communications