RESTART
Interoperable Digital Care

INTEGRATION ENVIRONMENT SUPPORT

PROTECT YOUR CRITICAL SYSTEMS

restartconsulting.com

Because the NHS doesn't sleep, we monitor your integration engine and the status of every system connected to it 24/7. Protect your organisation against potential interruptions to service all year round, with our proactive support solution.

As the backbone of your clinical systems, your organisation's integration engine is critical to the flow of real-time patient information between different departments and external care settings. Support prevents any disruption to this flow of data from causing delays to the provision of care.

"I HAVE BEEN WORKING WITH A FEW OF THE PROFESSIONALS IN RESTART, AND THEY HAVE PROVIDED EXCELLENT SERVICES. THEIR ENGINEERS HAVE GREAT KNOWLEDGE AND TECHNICAL SKILLS TO DELIVER OUR REQUEST. IT IS A REALLY GREAT COMPANY TO LOOK AFTER OUR SYSTEM."

LILY HEMMINGS, IT PROJECT MANAGER, NORFOLK AND NORWICH UNIVERSITY HOSPITALS NHS FOUNDATION TRUST.

RESTART
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RESTART IMX-RAM SUPPORT

Providing peace of mind to all clinicians employed by our support Trusts.

50% MORE COST-EFFECTIVE

Identifying and fixing problems takes up your valuable IT resource. Having that resource available 24/7 is costly. Taking our support service saves Trusts on average 50% of the cost of a dedicated internal team, freeing up your budget to spend on other technology projects.

GUARANTEED RESPONSE TIMES

Our competitive SLA (Service Level Agreement) is designed to protect your most important data. Response and resolution times vary according to the priority assigned to an incident.Typically, the ReStart helpdesk will respond to all incidents within 10 minutes of them being logged.

The ReStart helpdesk is ITIL compliant and all staff have secure access to the HSCN network in order to comprehensively investigate and fix problems. Where a third party supplier is affected, our team collaborate directly with them to resolve any issues.

99.9% UPTIME OF ALL YOUR PRODUCTIONS

Our support starts as soon as your integration engine is live. We keep your live environment, production environment, as well as your test and development environments, secure and running efficiently.

PEACE OF MIND

Over 40 NHS Trusts rely on our support service day in and day out. During onboarding, we establish the status of your current architecture and provide recommendations for obtaining availability and performance. Throughout the lifetime of your support service with ReStart we'll provide monthly reports, covering a service summary, incident reviews and recommendations for any preventative action.

PROACTIVE SUPPORT

We describe our support as 'proactive insurance'. Imagine car insurance that constantly checks that your oil is topped up and your tyre pressure is stable. As well as keeping you and the car protected, the insurance also makes recommendations on how to drive to get the best out of your vehicle. Similarly, we anticipate potential integration issues as well as keeping your data flowing.

UK-BASED INTEGRATION EXPERTS

Our dedicated team of certified integration professionals have experience across Ensemble, HealthShare, Rhapsody, Mirth, Qvera, JavaCAPS, BizTalk and more. This experience means we quickly establish if an issue is with the integration engine or a sending system; and we'll liaise with the system supplier to resolve the issue before your clinicians notice any impact.

IMX-RAM PROACTIVE MONITORING

IMX-RAM (ReStart Alert Monitor) is a bespoke integration engine monitoring tool developed by ReStart. All in-scope systems and interfaces are proactively monitored via IMX-RAM, which displays the status of your integration engine and the visibility of messages being processed. IMX-RAM client agent monitors:

- System heartbeats
- Message throughput, queues or errors
- Server and system connectivity and uptime
- Spikes or lulls in message activity
- Backup or mirror status and database size
- Interface creation/deletion and status

Tickets are raised automatically by the IMX-RAM alerting process but can also be issued by the customer.
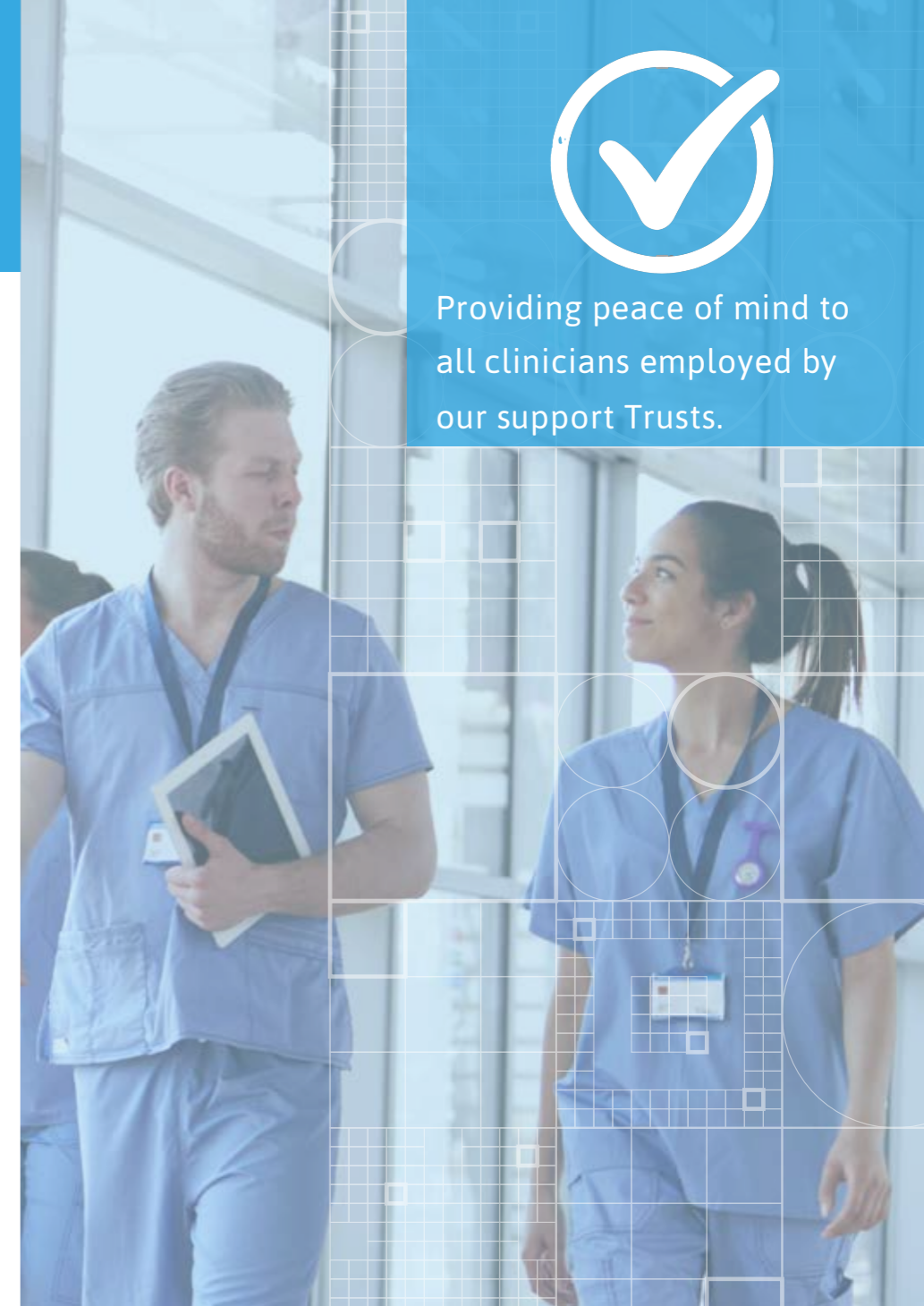
PRIORITY	DESCRIPTION – SOFTWARE ISSUES	IMPACT	RESPONSE SLA	RESOLUTION SLA
1	Complete system outage. Component, software or integration engine failure	Major service disruption	10 mins	1 hour
2	Major issue with software module or service degradation	Performance issue for over 50% of users or data links	10 mins	2 hours
3	Minor issue, service request, configuration assistance or operational change	Minimal disruption	2 hours	8 hours
4	Query. Non-clinical user issue	No impact on production	4 hours	24 hours

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Proactive, 24/7 monitoring of your TIE and every system connected to it. Protect your organisation against potential interruptions to service with our bespoke monitoring tool .

HOW DOES RAM WORK?

Together, two IMX-RAM elements monitor your integration engine in one view; the client agent and server backend.

A client agent is deployed onto your TIE, which continuously monitors all activity. The client agent performs checks every five minutes, and any alerts generated are pushed out to IMX-RAM Server (along with a heartbeat message). Checks are configurable for different alerting thresholds.

The metrics and alerts received by the IMX-RAM server are displayed in a dashboard. Any issues can also be sent (by email or SMS) to the ReStart IMX support team along with your internal team if required.

WHAT HAPPENS TO ALERTS?

Tickets are raised automatically by the IMX-RAM alerting process but can also be raised by the Trust or third party system suppliers. The Restart helpdesk is ITIL compliant and all staff have secure access to the HSCN network in order to comprehensively investigate and fix problems. Often, our team have resolved the issue before the customer even sees the alert.

Where an issue involves a third party system supplier, the Restart team will collaborate directly to save time and resource for the customer.

☑ SYSTEM AUDITS

Review the efficiency and security of your integration environment

☑ BACKUP

Recover critical information in the event of data loss or system breach

☑ UPGRADES AND MIGRATIONS

Deploy, replace or enhance your integration engine to optimise performance

☑ ARCHITECTURE AND DOCUMENTATION

Map your entire integration environment to avoid a single point of failure

☑ INTERFACE DEVELOPMENT

Seamlessly bring new systems into the integration engine

☑ CLIENT DASHBOARD

Easily see your TIE's performance, with access to an immediate and simple dashboard view of how the TIE functions

IMX
Interoperability Matrix

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WHY CHOOSE RESTART SUPPORT?

FLEXIBLE AND CUSTOM PLANS

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

	STANDARD PLAN	ENHANCED PLAN	OUT OF HOURS PLAN	CONTINUOUS PLAN
24/7/365				✔
OFFICE HOURS (MONDAY TO FRIDAY, 9AM TO 5PM)	✔			✔
OUT OF HOURS (5PM TO 9AM, MONDAY TO FRIDAY, WEEKENDS & BANK HOLIDAYS)		✔	✔	✔
OFFICE HOURS COVERED BY CUSTOMER			✔	
ON-CALL EMERGENCY PRIORITY 1 & 2 INCIDENTS	✔	✔	✔	✔
RESTART HELPDESK 1ST LINE SUPPORT	✔	✔	✔	✔
LICENCE TO USE IMX-RAM	✔	✔	✔	✔
INTEGRATION ENVIRONMENT COVER	✔	✔	✔	✔
INTERFACE STATUS COVER	✔	✔	✔	✔
IMPLEMENT HOT FIXES/PATCHES RELEASED BY SUPPLIER	✔	✔		✔
MONTHLY PERFORMANCE REPORTS	✔	✔	✔	✔

"I JUST CAN'T THANK PAUL ENOUGH. GOING BACK TO RESTART IS THE BEST DECISION."

CHRIS OHIA, BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST

GET IN TOUCH

For support that feels like an extension of your internal team.
www.restartconsulting.com/support
hello@restartconsulting.com

ABOUT RESTART

Our mission is to give healthcare professionals in any care setting access to the right information they need, when they need it, in the format they need it.

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