



# NextNine

## NextNine Service Automation for Healthcare Information System Vendors

As a technology vendor in the healthcare marketplace, your customers – hospitals and medical service providers - depend on you to ensure system availability 24X7, support newer and more complex products as well as facilitate compliance with legislations such as HIPAA and 21 CFR Part 11. But to make these expectations a reality and keep customer satisfaction at the level you need, you are forced to hire more staff and invest significant amounts of time and money in supporting an increasingly complex customer environment and ensure regulation compliance, all of which increase support costs and jeopardize profits.

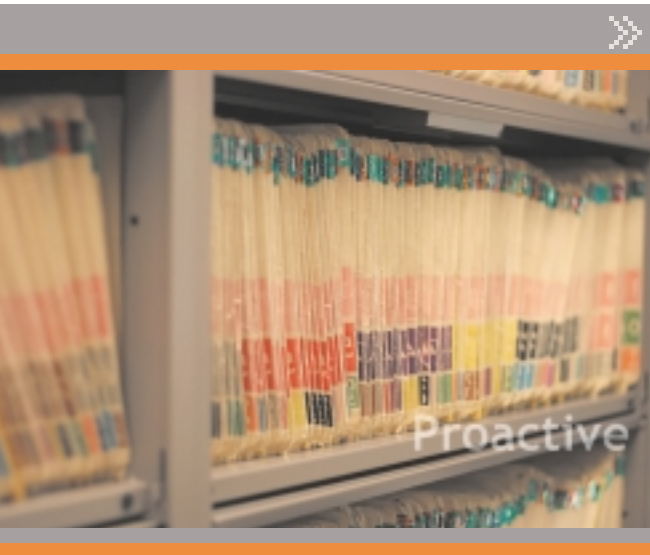
### NextNine Service Automation

NextNine Service Automation (NSA) enables vendors to deliver upon client demands while lowering costs by adopting the proactive, automated service and support approach. NextNine software is based on the "Virtual Support Engineer" paradigm that allows you to "be there" 24X7 to proactively and automatically maintain, monitor and service your system in real time, just like your best on-site service engineer would do.

NextNine's Virtual Support Engineer is a light weight software module deployed at each end customer site. Using standard protocols, it communicates with all system units installed at the site, proactively monitoring them based on rules and routines that are dynamically programmed by the vendor. When a problem symptom is identified, the Virtual Support Engineer alerts the support organization, and can also take automatic corrective actions immediately. Additionally, just like a human support engineer, the Virtual Support Engineer also performs preventive maintenance routines, software and patch distribution and facilitates remote diagnostics and secure remote access to all supported units.

### NextNine and HIPAA Compliance

Complying with HIPAA and 21 CFR Part 11 has become critical to vendors and healthcare providers. NextNine Service Automation enables both to comply rapidly and with minimum resources, by providing controlled access to data, extensive audit logs of all support activity, secured communications to and from customers, automation of manual processes and more.



### Key Features

- 24x7 Proactive Monitoring
- Secure Remote Access
- Self-Healing
- Site And Device Dashboard
- Remote Diagnostics And Fix
- Automated Preventive Maintenance
- One To Many Automated Software Distribution
- Inventory Management

### Benefits

- Prevent Downtime And Meet SLAs Using Proactive Support
- Improve Customer Satisfaction By Providing Proactive, Superior Service
- Resolve Cases Faster And Reduce MTTR By Utilizing Remote Support
- Scale Faster With Process Automation
- Comply To HIPAA And 21 CFR Part 11 Faster And With Low Cost Outlay
- Manage Installed Base Accurately With Automatic Inventory
- Sell More Services By Increasing Attachment Rates And Offer New Services
- Differentiate By Providing "Best In Class" Support Services
- Save Significant Costs Through Support Automation

## Change The Way You Support Customers

### Prevent Emergency Cases and Meet SLAs with Proactive Support

In the healthcare arena, where time is critical in every aspect including support, NextNine enables you to minimize emergency cases by proactively monitoring and detecting problems at the symptom stage. Self-healing further reduces MTTR by automatically correcting known problems.

### Resolve Cases Faster using Remote Support

Resolve issues rapidly and securely via automated remote diagnostics and HIPAA compliant, remote, high speed desktop or console access to customer sites worldwide.

### Comply with Regulations Faster

Harness NextNine Service Automation's automated, controlled, audited and secure workflows to guarantee compliance with HIPAA and 21 CFR Part 11 quickly and without large investments in time or costs.

### Scale Faster by Automating Processes

NextNine software facilitates automation of preventive maintenance, software and patch distribution and other recurring tasks, allowing vendors to support more customers without growing their teams.

### Manage Installed Base Accurately with Automatic Inventory

Knowing exact configurations at every hospital client, tracking unit location by type as well as cataloging software versions being used and hardware revisions installed at customer sites are key to providing effective and efficient customer service. NextNine makes this possible via accurate, automatic collection and reporting of inventory and configuration management.

### Sell More Services

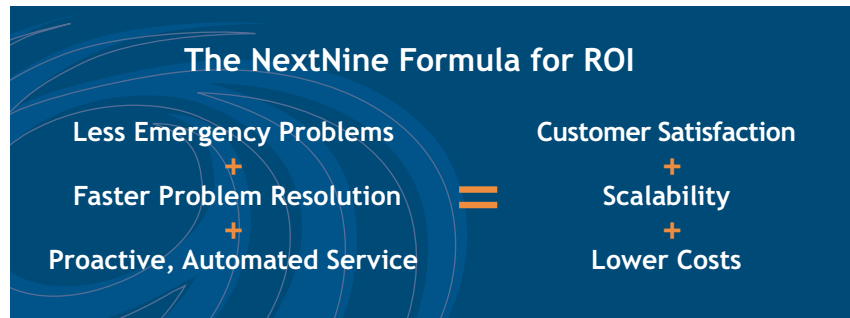
Sell a new premium, proactive, SLA backed service to your top customers or ensure higher attachment rates to current service offerings. With NextNine, vendors can enhance profitability without the related risk.

## Be Proactive Today. It's Simple

**Field Proven Solution** – NextNine software has been deployed by leading HIS vendors at hospitals and healthcare providers and has proven its value almost immediately, ensuring significant improvement in customer satisfaction.

**Rapid Deployment** – NextNine Service Automation was designed to support both new and legacy systems. Deployment and training can be completed within weeks, enabling vendors to begin enjoying benefits almost immediately.

**Accelerate ROI** – Vendors have achieved breakeven on NextNine Service Automation within 6 to 12 months of deployment through elimination of service disruptions, increased customer satisfaction, improved system availability, service efficiency and support cost savings.



## Supported Systems

- » Computerized Patient Records (CPR)
- » Hospital Information Systems (HIS)
- » Electronic Medical Records (EMR)
- » Picture Archiving And Communications Systems (PACS)
- » Laboratory Information Systems (LIS)
- » Pharmacy Systems
- » Others



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