

### *PROTECT AND SECURE YOUR PRACTICE WHILE SAVING TIME AND MONEY*

ACOM Health provides and manages a hosted cloud server to run and support your RAPID Software as an alternative to you self-managing your RAPID software on an in-house server.



#### HOW DOES IT WORK?

Your RAPID Software and data are transferred to a state of the art cloud server. In addition to the main server, a second redundant server is running in parallel and will go live if the primary Server stops functioning. We manage and maintain your RAPID Software, data and servers for you, which means:

- Your systems are always ready and running (we guarantee 99% uptime!)
- You and your staff have internet (anytime/anywhere) access to your system on a 24/7 basis
- All required server maintenance and updates are performed by the ACOM Health IT team
- Your RAPID Software is always updated to the latest version with no disruptions to your operations
- Your practice data is backed up hourly with disaster recovery procedures
- Your servers and data are protected, secure and operated in a HIPAA compliant data center
- You can transfer everything back to your in-house Server any time you wish

#### WHY SHOULD I CONSIDER THIS?

**Minimize IT costs and the headaches associated with properly managing an in-house Server & Eliminating your exposure to a costly data disaster.**

If your server is stolen, crashes due to a virus or some malware, or destroyed (vandalism, fire, flood etc.), how long would it take you to recover and restore your practice data? Don't underestimate the costs, hassles and time that it will take to successfully return your practice to normal operations. First you'll have to acquire, install and configure a new Server. Next you must re-install the RAPID software and then recover your data and restore it to your new Server. This has to be accomplished quickly otherwise your Practice will grind to a halt. For most practices this would be very costly and time consuming. For those Practices that didn't properly backup their data, there is a high likelihood of not being able to recover it at all.

With ACOM Health's Managed Server option you will never have to worry because you are protected against these types of disasters. But there are many other reasons why hundreds of our customers are taking advantage of this service:

- **Save Money**
  - No investment to purchase or upgrade a server or systems software
  - No server maintenance costs or payment to techs to fix, install or upgrade systems.
- **Save Time and Headaches** - You don't have to wait for a technician to show up to fix your system
- **Convenience** - Easy access, anytime or anywhere with an internet connection
- **Better RAPID Support** - ACOM has easy, non-intrusive access to your RAPID system to support any software or Server issues
- **Peace of Mind** - Your systems and data are protected and secure against potential disasters.
- **Affordability** - All of this for only \$49 a month!
- **On Demand Service**
  - Monthly service that can be cancelled anytime
  - Your RAPID Software and data are transferred back to your in-house system upon request.

## In-House vs. Managed Servers

The following charts show the differences between managing an in-house Server and having your Server managed by ACOM Health.

Questions	In-House Server	Managed Server
Purchase the Server?	YES	NO
Purchase OS software?	YES	NO
Purchase Anti-virus software?	YES	NO
Purchase Malware software?	YES	NO
Purchase Database software?	YES	NO
Update/upgrade all server software?	YES	NO
Ongoing management of the Server and software?	YES	NO
Update/upgrade Server (Ram, storage etc.)	YES	NO
Pay maintenance for the Server?	YES	NO
Purchase data backup capability?	YES	NO
Execute data backup procedures?	YES	NO
Develop/execute disaster recovery plans?	YES	NO
Pay 3rd party techs to install/upgrade server?	YES	NO
Pay 3rd party techs to fix Server problems?	YES	NO
Pay 3rd party techs to retrieve/restore lost data?	YES	NO
Wait for 3rd party techs to show up?	YES	NO
Get frustrated with Server downtime?	YES	NO
<b><i>Hate managing all of the above?</i></b>	<b>YES</b>	
<b><i>Would you like ACOM to manage it for you?</i></b>	<b>YES</b>	

## How to Limit Exposure to a Server/Data Disaster

The following charts summarize the mandatory procedures required to limit your exposure to a systems/data disaster when managing a Server in-house.

Procedures	Comments
Server must be in a secure location to limit use to approved personnel only	Protect your server and its contents. A HIPAA requirement
Server must have security access and password protect features	Protect critical data & enable access to approved personnel. A HIPAA requirement
Data base and access to patient records must have security and audit procedures	Protect and secure patient records. A HIPAA requirement
Database consistently backed up on a regular schedule (hourly is best, daily is minimum).	If you are not doing this you are exposed to an epic (Practice closing) disaster. If you lose all patient & billing data how do you recover?
Data backup must be stored at a separate location from your Practice	If your backup data is stored at your Practice it could be destroyed at the same time as your Server i.e. fire, flood, vandalism or theft.
Must have written data recovery and restore procedures	To enable resumption of your Practice if your critical data is lost, stolen or destroyed
Must test regularly to insure your data restore procedures work	If you don't test, you don't know if you can actually restore your data

### CONTACT US FOR MORE INFORMATION!

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