



# HDMS System Safe

A Disaster Preparedness Service for Your HDMS System



What are your plans should an earthquake, tornado, or flood disable your business?



No matter where your office is located, emergencies happen. Fires, floods, storms, and long term power outages are always a risk. Ask yourself the question “How much business would I lose if a disaster or emergency occurred that would prohibit access and entry of patient and billing information?”



Recently a Universal Software client had a fire in the building immediately adjacent to their office. While they may have been financially covered by their insurance for business interruption, they still had patients who required service during the emergency. If this was you, what would you do, and who would be your first call? Fortunately for this client they were able to get back into their building with little interruption of service. This serious event inspired us to develop HDMS System Safe, an integrated system backup and restore plan.



With HDMS System Safe, the call would be to Universal Software where we would quickly and confidently be able to put your businesses information back on its feet with minimum down time. Select HDMS System Safe and System Safe Plus to reduce your risk of lost information and lost business.

## Four levels of HDMS System Safe service to choose from:

System Safe Service Level	Data Backup Method	Data and Operation Recovery Method	Maximum Time Without System Usage
<b>Diamond</b>	Constant SQL Database Replication 30 Minute Max RPO	Always Ready Remotely Accessible HDMS System	Zero
<b>Platinum</b>	Constant SQL Database Replication 30 Minute Max RPO	Standby HDMS System Turned On at the Time of Recovery	Four Hours
<b>Gold</b>	Nightly Backup and storage of SQL file	HDMS System Setup and Configured at the Time of Recovery	Twenty Four Hours
<b>Silver</b>	Nightly Backup and storage of SQL file	No Remotely Accessible HDMS System	N/A

## **System Safe Service Levels:**

### **HDMS System Safe Diamond – Always Ready**

This service level provides you with an always-on backup computer system in case of an operational system emergency. Diamond level protection provides you an offsite enterprise level HIPAA compliant secure server complete with both HDMS programs and your SQL Database. A connection to your main system's SQL database keeps the data continuously synchronized.

Diamond System Safe utilizes preconfigured Microsoft Windows Terminal Services so that in the event of an emergency a select number of users from each of your locations can immediately login via an internet connection to the backup server, enter and retrieve patient data, and continue business operations as usual. As part of this premium service, USSI keeps your recovery system current and synchronized with the current software release running in your business. All this with zero downtime.

### **HDMS System Safe Platinum – Four Hour Recovery**

This service level gives you the assurance that your data is backed up nearly to the minute. The Platinum level protection provides you an offsite enterprise level HIPAA compliant secure server that houses a replicated copy of your SQL Database. A connection to your main system's SQL database keeps the data continuously synchronized.

When a disaster event occurs, the Universal recovery team connects your backup data to an emergency server with HDMS programs and Terminal Server licenses. This allows for a selected number of users to resume your business operation. The recovery configuration takes place in four hours or less to minimize your business downtime.

### **HDMS System Safe Gold – Twenty Four Hour Recovery**

This service level ensures a compressed backup copy your data is backed up each evening to an offsite enterprise level HIPAA compliant secure server. Your database is stored in a compressed format to minimize backup server storage requirements. In the event of a disaster, the offsite backup server would be configured for remote usage, HDMS programs would be loaded, and your database would be uncompressed for regular operator access and business operations. The recovery configuration would require no more than twenty four hours for your data and recovery system to be available.

### **HDMS System Safe Silver – Remove the Risk of Data Loss**

This service level ensures a compressed backup copy your data is backed up each evening to an offsite HIPAA compliant secure backup storage server. Your database is stored in a compressed format to minimize backup server storage requirements. In the event of a database loss due to disaster, you would need to reestablish your computer server and network, reinstall the HDMS software programs, and download and uncompress the safe offsite copy of your SQL database file. The time for recovery and configuration would vary based on the degree of the emergency or disaster.

## System Safe Plus

### Protect Your Documents, Spreadsheets, and Valued Files

If your business relies on more than just your Universal HDMS software, consider our add-on service System Safe Plus. This protects the other folders of documents, spreadsheets, and important files stored on your network. Included in this would be your document imaging databases, and other SQL databases stored on your server. Based on the level of service selected it can mean uninterrupted access to all of your work files in the event of a disaster.

System Safe Plus is an evening process that copies documents changed during the previous day to your backup or recovery server. This service can be added onto any of the four levels of HDMS System Safe.

### Protection for Third Party Software Products

Your HDMS System Safe service includes software licenses to operate HDMS from your recovery server. For some non-HDMS software products such as document imaging, Microsoft Office, or general ledger software, additional software licenses for those software products affected may be required to ensure immediate access to these files from your disaster recovery server.

### What Happens When Disaster Occurs

After signing up for HDMS System Safe, you will be assigned emergency phone numbers to contact in the event of an actual disaster. The Universal Software emergency technical on call will guide your staff through the steps to activate your system, and help you to re-establish your normal business flow. Because the Diamond level System Safe is always active, it can be tested at any time and includes an annual practice event to test your company's procedures for system roll over after a disaster event.

Service fees apply for activating your recovery system and offsite server utilization in the event of a disaster.

### Getting Started

Your total investment depends on service level selected, number of workstations, and your system's database storage requirements. Ask Universal Software Client Services for a specific proposal for your system.



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