

HEALTHCARE PERFORMANCE MONITORING MODULE DESIGN PARTNER

Design Partnerships to Advance Functionality for
Healthcare Specific Applications

2016

GOLIATH
TECHNOLOGIES

HEALTHCARE APPLICATION INTEGRATION

The healthcare marketplace is a focus of Goliath Technologies. We define this segment as Health Systems, Accountable Care Organizations, Payers, Integrated Delivery Networks and others who implement and utilize similar business applications in the course of daily operations.

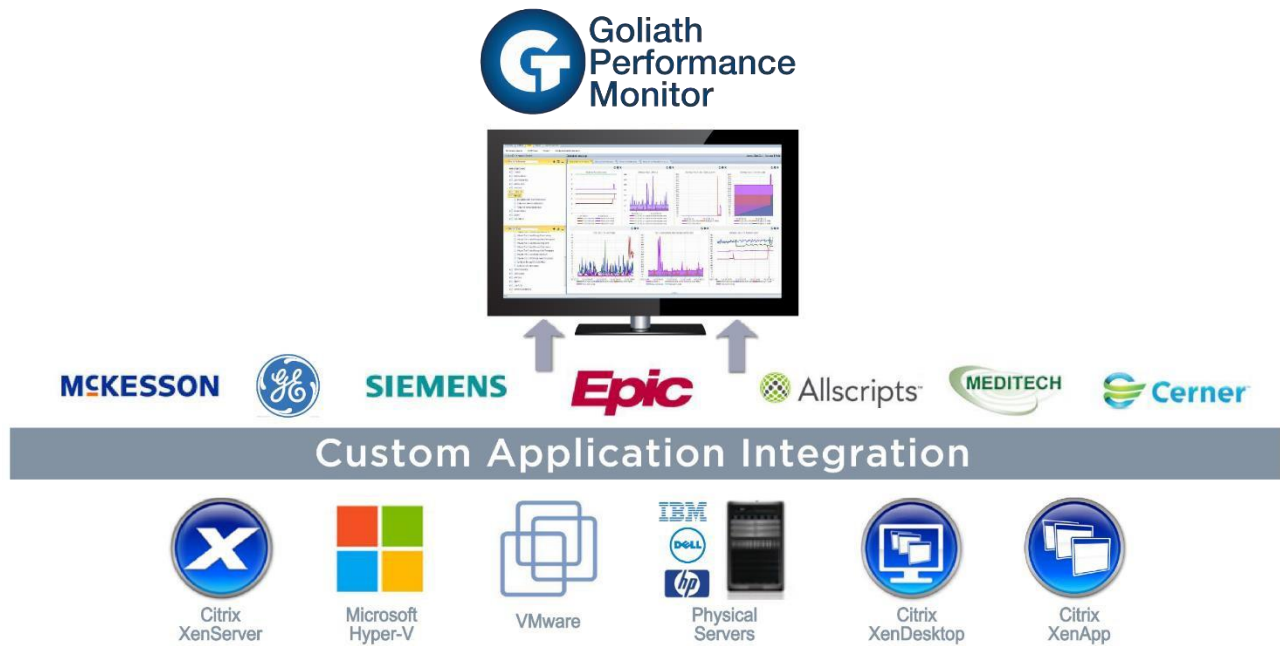
This vertical is facing tremendous change and consequently, challenges. Downward trending reimbursements strain IT tools budgets while small IT departments are tasked with moving to, and then supporting, a paperless system. The functionality, architecture, and pricing model of our technologies reflect an understanding of the challenges facing these organizations and, specifically, their IT departments. Our focus has been to make our low cost technology very easy to use by including in the product “out of the box” functionality that, historically, would require expensive consultants to achieve and manage. We have effectively obviated the need to have a full time employee to manage the monitoring system.

Our strategy is to take that same philosophy of “out of the box” functionality to key business applications. Specifically, including pre-built monitoring, analysis, reporting, and remediation capabilities in the product such that minimal configuration, if any, is required to manage these applications. This task requires what we term “Design Partners.” Design Partners are customers who give us access to key aspects of the infrastructure so that we can build this functionality and then offer feedback on features they feel are important. It is a rare opportunity for customers to influence product functionality and direction. We signed up our first design partner over five years ago and the program has been a fantastic mutual success for our customers and Goliath.

Design Partners are essential because every application is different and it is impossible to have all of them in a demonstration lab. Some EHR vendors like Epic have created partner programs and APIs to facilitate building these ecosystem technologies, but many of the health care application vendors have not adopted this approach.

It is important to note that this access is not to confidential healthcare information; we do not need access to the actual data or to the application itself, but rather to the servers hosting your applications.

Below we outline the application monitoring, analysis and reporting capabilities we will add for each application and the specific requirements needed to build this functionality.



APPLICATION MONITORING CAPABILITIES POST INTEGRATION:

- Set thresholds to monitor application and service process CPU and memory utilization
- Log analysis – Analyze event logs, Syslogs, and log files for faults and events
- Monitor application services for up/down
- Trend and alert on perfmon counters if available
- Launch an application and look for exit codes
- End user experience if application is delivered by XenApp or XenDesktop
 - ICA Latency
 - Current application process resource utilization
 - Session creation and duration
 - User-Session-Application-Server correlation
- Dashboard with charts tracking performance of:
 - Key infrastructure supporting applications
 - Customer required application metrics*
- Reports
 - Changes/Events/Failures of the application
 - Customer required usage statistics
- Monitoring
 - Rules based on thresholds or event conditions as appropriate
- Proactive alerting and remediation
 - Alerts to notify when conditions are met – a threshold or event
 - Restarting of Application services
 - Application process handling
 - Trigger scripted action based on application exit codes
 - Restart server
 - Execute any script or .bat file based on an application event taking place
 - Other Scripted actions
 - Integration into customer packaged ticketing system
- If application has software API sets, then additional metrics and functionality available

*If available from application

OUT OF THE BOX APPLICATION INTEGRATION CAN BE LEVERAGED IN THE FOLLOWING WAYS:

- Proactive performance monitoring before resource availability or end user performance becomes critical
- Real-time monitoring of events
- Dashboards to maintain visibility
- Reports to support SLAs for management
- Automated remediation

REQUIREMENTS AND ACCESS PROCEDURE FOR INTEGRATION:

Step 1 | Initial 60 Minute Meeting to Discuss

- Explanation of how the application is architected/deployed in the customer infrastructure
- Explanation of how end users access the application

Step 2 | Working Session for Application Integration

- Remote access to the server the applications are running on
- Access to XenApp & XenDesktop where applicable
- Supporting infrastructure – Webserver & Database Server

Step 3 | Goliath Development Team Initiates Integration Project

Step 4 | Customer Reviews Integration and Approves Functionality

Step 5 | Installation Where Appropriate at Customer Site

**Estimated Project time 60-90 days*

HOW TO BECOME A DESIGN PARTNER

To initiate this program please contact the support department and they will facilitate the initial interaction to explain the program and determine the extent to which there is willingness to participate. There is no cost or obligation for this meeting.

PROPOSED LICENSING AND FINANCIAL TERMS

We believe the value of these contributions to be so significant that we offer substantial discounts and flexible licensing to participants. These discounts are confidential and are only available to participants of this program due to existing favored nations clauses.

Goliath Technologies will make every effort to construct a program that meets the needs of a specific design partner.