

The Buyer's Guide to **MEDITECH** Hosting

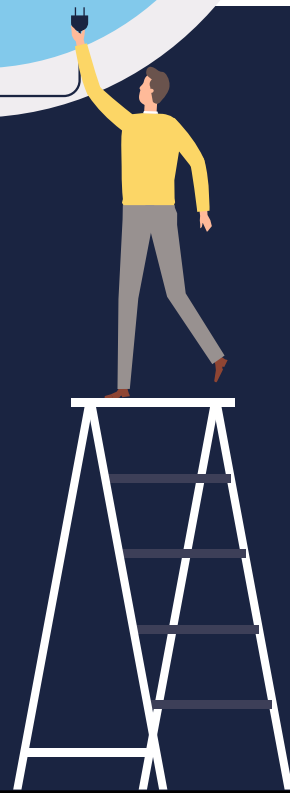


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introduction

If you are reading this eBook, then you are likely a hospital or health system CIO, CTO, IT director, finance or operations leader evaluating the most effective way to provide MEDITECH solutions to your clinical teams and patients. This eBook aims to cut through the noise when comparing cloud and hosting options for MEDITECH, including the benefits of outsourced hosting, differences in offerings and associated costs, and questions to ask in the buying process in order to understand capabilities and services.



Before we dive in, let's be clear on terminology.

HOSTING refers to the outsourcing of the IT infrastructure, including storage, compute, OS, and support, to a service provider offering its services in a utility model. Hosting works through providing access to IT infrastructure resources located in an offsite location. That is why it is often referred to as “cloud” because of its cloud-like delivery. Hosting's convenient capability has made its use steadily increase in popularity in the MEDITECH community.

CLOUD HOSTING typically refers to hosting in a public cloud such as the Google Cloud Platform (GCP). Cloud hosting is being adopted at various levels in the industry, since not all application stacks perform well in public clouds. One of the main differences between true cloud hosting and traditional hosting is the ability to provide storage resources on-demand and quickly expand or decrease computer processing and memory.

terminology

SELF-HOSTING OR ON-PREMISES

HOSTING describes when an organization operates a compute, storage and software architecture located on-site or at a co-location. The organization is responsible for building the infrastructure, obtaining software licensing, staffing on-site operations, and archiving data.

HYBRID CLOUD refers to a mix of models that include a cloud component. For example: A MEDITECH environment in a traditional hosting model has a set amount of dedicated bandwidth, CPU, RAM, and drive space, but backs up to the GCP. In this case, the organization has chosen a hybrid cloud model.

SOFTWARE AS A SERVICE (SAAS) describes applications that are made available to customers managed by the vendor in the cloud. These are marketed as low-touch applications and imply that customers don't need to worry about software updates, ongoing maintenance, etc. However, there are still customer requirements, often around data management and verification, access provisioning, and the configuration of settings during implementation.

TERMINOLOGY MATTERS

Cloud and hosting terminology are often intermixed due to their similarities. However, as buyers, it is important to examine the finer details to truly understand the delivery model, the roles and responsibilities for all parties involved, and the service levels you can expect.



benefits of hosting

Outsourcing any aspect of an operational-critical application can be daunting, but many organizations have found that the benefits outweigh the risks. *So why is Hosting becoming so popular?*

Alleviates burden on IT staff

By outsourcing ongoing server maintenance, performance and availability of MEDITECH systems, you give internal IT staff more capacity to prioritize their efforts on localized IT projects that focus on improving patient experience.

Offers scalability

Hosting provides the ability to use IT resources in a way that best fits your organization's performance needs like scaling storage, bandwidth, and more. Hosting providers can efficiently spin up and fine-tune application environments to meet changing application demands, as well as programmatically perform monitoring, testing, and updates.

Delivers cost efficiencies

With a properly provisioned application environment, a hosting model allows for a more predictable billing cycle and eliminates unplanned capital expenditures such as server replacements. In addition, there are often cost benefits based on the buying power of your hosting partner, and their investments in training, compliance filings and other ancillary items that add up to larger benefits for the customer.



Take a look at the five-year Total Cost of Ownership (TCO)

When comparing CereCore's MEDITECH hosting services versus self-hosting, CereCore costs **30-40%** less on average.

benefits of hosting, cont.

Provides stronger security and application performance

Hosting provides dedicated security infrastructure and change management processes that address data, network, application and physical security. This includes secure and encrypted solutions for the following:



Firewalls



Identity Management (IM)



Data Isolation



Storage Segregation



ITIL and Change Management Protocols

More reliable backup and disaster recovery

Hybrid cloud systems enable a faster and more convenient approach to disaster recovery. This includes data backup, testing and verification of the backup, and/or plans to restore access and data in the event of a disaster.

Ongoing support

Hosting provides ongoing technical support for your MEDITECH systems and, depending on your hosting provider, can also include integrated EMR support for a 'one provider' support model.

other considerations

When debating whether to use self-hosting or not, consider these factors:

Financial security

Self-hosting costs add up in equipment, maintenance, power, labor and physical security. Take stock of your organization's financial stability and budget.

- Can your operational budget support the infrastructure needed not only to implement MEDITECH but to maintain it?
- Will your organization have the ongoing financial capacity to expand the IT infrastructure required to operate MEDITECH services over the next 3-5 years?



Your IT Team

In addition to equipment and associated costs needed to maintain a MEDITECH data center, on-premise infrastructure is a time-intensive and high-touch service.

- Does your IT team have the bandwidth to operate the MEDITECH environment?
- Do you currently have enough staff to maintain your existing or future infrastructure?
- Do you have a recruiting strategy for local IT talent to keep your team staffed adequately?
- Have you weighed the opportunity cost of your IT team's time and energy operating MEDITECH infrastructure versus allocating their time on work that is specific to and transformative for your organization?

other considerations, cont.

Patient Experience

Have you created an infrastructure roadmap that adequately supports your digital patient experience agenda?

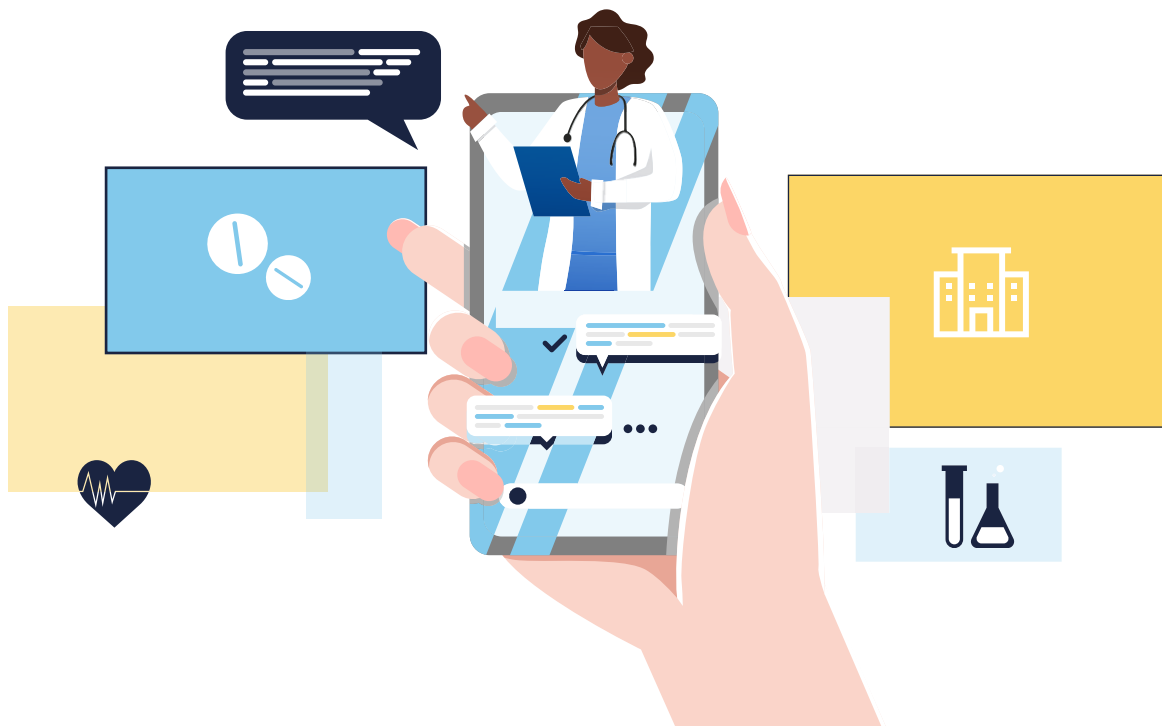
Have you performed a risk assessment that takes into consideration the touchpoints of both patient experience and on-premise hosting?

If yes, then MEDITECH hosting could open the technical doors to improving the patient experience. Patients will experience little to no disturbance during the transition to hosting, but they can appreciate the benefits that hosting can provide such as more aligned and centralized data in the patient portal and stronger online access for providers.

Physical location capacity

Does your organization have specific environmental requirements for self-hosting?

You need to evaluate your location for the physical space requirements to store the servers needed for the MEDITECH environment, including adequate power, security, and environmental controls, but you will need room to expand and add servers in the future. Often you are faced with trying to accommodate systems hardware in a space not originally designed for that purpose. Plus, the physical space to house an expanding IT footprint can be a balancing act with meeting space requirements to deliver patient care.



potential hidden costs

When implementing any new system, it can be easy to get caught off guard by hidden fees. Below are five costs to account for when creating your **MEDITECH** infrastructure budget.

1. Physical and environmental cost

As discussed earlier, on-premise data centers need to be housed in large spaces with room to grow and with the proper environment to protect servers. In addition to the cost of constructing the infrastructure, ongoing operational expenses associated with the environment (for example heating and cooling) could increase, too.

➤ ***CereCore's MEDITECH Hosting provides a data center so you don't have to worry about constructing one.***

2. Software licensing

To securely run servers your organization needs specific software like:

- Antivirus protection
- Hypervisor
- Backup software
- Application software
- Any bolt-on or third-party software



3. Data and medical records retention

Transferring from one platform to another oftentimes includes fees associated with accessing and moving your data. When establishing your organization's data retention plan to meet regulatory requirements and comprehensive clinical records, be sure to communicate your data retention requirements, options and pricing with partners.

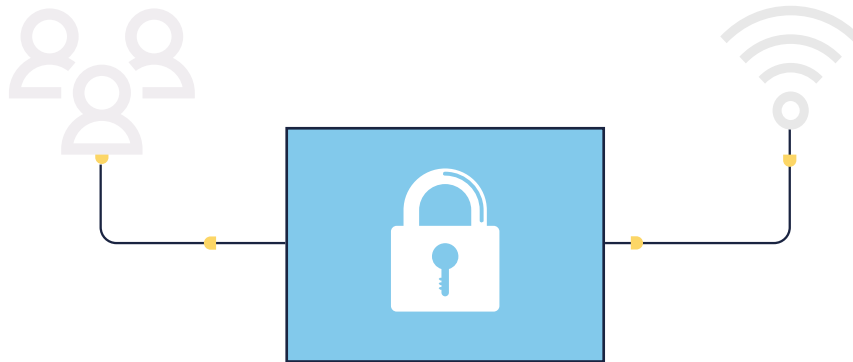
CereCore has helped clients save costs by extracting data from an organization's legacy system and providing practical options for providing viewable access in the **[Legacy Archive Viewer \(LAV\)](#)** solution as well as Bridgehead data solutions.

potential hidden costs, cont.

4. Technical staff

On-premise data centers require constant maintenance which can stretch IT staff. With the rise of labor rates, staffing retention issues, and recent supply chain issues, your organization could face financial and operational challenges if you need to replace and train IT staff or purchase hardware.

- ***CereCore's MEDITECH Hosting provides a specialized IT team with both the technical and application expertise who can help your team scale, which in turn removes unnecessary strain on your organization's IT staff so they can use their skills more efficiently.***



5. Backup as a Service (BaaS)

When self-hosting you will need a backup of your organization's data and systems. BaaS is one way to do that. CereCore's BaaS solution is healthcare ready, secure and backups are routinely tested to ensure the data can be restored should an issue arise.

three cloud migration tips



Create an identity access management (IAM) strategy

Your organization should have a clear IAM strategy that consists of how you are going to access the MEDITECH environment and provision rights. Also, define how your organization will receive reporting and usage analytics across system admins and resources.



Think critically about security

Included in the security plan should be actionable steps to protect your data and system resources in the hosted environment. Be sure to discuss the security and access roles for both the client and hosting provider — this will go far in preventing confusion on procedures that are in place to protect the MEDITECH system.



Prioritize IT team morale

A move to outsourced hosting can cause a lot of anxiety for your IT team. Properly communicate the vision behind the migration and the new skills they can obtain as a result of the change.

“ Sometimes as an organization you have to take a step back and evaluate your core competencies. Should we develop it or leverage a partner who has already solved for this and can do it at scale? Doing that can help us focus on areas we do want to be our core competencies.

| **Varun Gadhok**, Chief Information Officer, Surgery Partners

buyer's checklist

Questions to ask your prospective cloud or hosting provider:

System capabilities and support

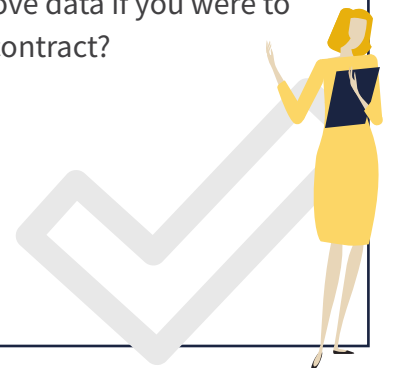
- How will we be able to customize our MEDITECH application?
- Are certain areas of the system restricted in order to preserve system configuration?
- How are third-party integrations supported? Are they allowed?
- How do your support services work?
 - Is support triaged?
 - Does support cover hosting environment issues only or does it include software issues, too?
 - Are technical versus software issues routed differently?
 - Are some support types sent to a third party?

Business continuity and backup

- How will data backup and recovery be handled?
 - What applications are backed up?
 - Do I need a secondary backup for third-party applications?
 - Are backups verified and tested? How often?
 - What does recovery look like in the unlikely event of a disaster?
 - Are there any situations in which I will not be able to achieve a full system restore?
- Do you have a defined business continuity plan?
 - What happens if my network is compromised? Who supports this?
 - Do I have the ability to switch or reroute network traffic to a different location? Switch to a data center in a different geography? What is that process and how long does it take?

Delivery and costs

- How quickly can you deliver a hosted environment or cloud-based application?
- What are client versus provider responsibilities for delivering a hosted environment?
- Do you build the environment to the MEDITECH Hardware Configuration Proposal (HCP) standard?
- What is covered in the hosting contract?
 - Software licenses?
 - Storage or processing costs?
 - When will you patch? What's the pricing for patching?
- Do you charge for increases of the CPU and memory? If yes, what is the pricing?
- Do you begin charging at the contract start date or system use?
- At what point(s) will I incur a price increase — gigabytes or terabytes?
- What are the contract terms?
 - SLA structure?
 - Contract duration?
 - Penalties and ways to exit the contract if needed?
 - How do you move data if you were to terminate the contract?



closing comments

The contents of this buyer's guide were provided by CereCore MEDITECH Hosting experts who have a deep understanding of the technology impacts on healthcare operations. After all, our legacy is in healthcare. The goal of this guide is to help your organization find the solutions you need to alleviate operational burdens on your IT staff so they can better enable patient care for communities.

Protecting the patient experience

CereCore's MEDITECH Hosting acts as a link to life saving care by helping ensure the patient experience is not disrupted and patient record systems are properly maintained and protected from malicious intent or environmental factors. If you choose MEDITECH hosting services with CereCore, your organization will have an experienced healthcare hosting team, backed by MEDITECH software experts who specialize in being a singular source for MEDITECH solutions and support. We are known for our transparent and up-front pricing. As stewards of data and systems, we are here to support you.



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THE LINK TO LIFE-SAVING CARE