



AGFA HealthCare Managed Services

# Global Remote Incident Prevention Service - GRIP<sup>®</sup>

Identify issues before they become problems

That's life in **flow**.

**AGFA**   
HealthCare

# Global Remote Incident Prevention Service - GRIP®

## Identify issues before they become problems

As a healthcare provider, you focus on the needs and care of your patients every day, around the clock. The healthcare IT infrastructure that supports you must be just as available. And that requires assurance that your systems are up and operating at maximum efficiency, 24x7x365.

Through continuous monitoring of key system parameters, GRIP® services help detect issues and prevent incidents before they impact the performance or stability of your AGFA HealthCare solution. By keeping productivity and uptime firmly in check, you can make sure your workforce can focus on its top priority: patient care.



### Comprehensive monitoring for Enterprise Imaging:

- Anticipating disruptions helps to maximize uptime and prevent productivity loss.
- Smaller concerns are proactively fixed before they become bigger problems.
- Enhanced availability and efficiency reduce your costs in the long run, enterprise-wide.

## Leverage your in-house expertise – or ours!

With a choice between two service levels, you decide who will monitor and manage alerts and issues. You have the flexibility to leverage your in-house IT expertise or let us bridge the skill gaps within your organization.

### 1. Self-Service

AGFA HealthCare provides, configures, and maintains your monitoring platform. With the live, personalized system dashboard, you have a real-time view of your environment and can keep an eye on the health of Enterprise Imaging environments.

An extensive set of checks help prevent incidents and sustain system availability. You monitor your system using the dashboard and receive timely e-mail notifications when an alert threshold is breached.

You can then troubleshoot and resolve the underlying issue or open a support ticket with AGFA HealthCare Customer Support for additional assistance.

### 2. Managed Monitoring

As with the Self Service level, AGFA HealthCare Managed Monitoring provides, configures, and maintains your monitoring platform, your alert configurations, and the live system dashboard. In addition:

- We use a comprehensive set of checks to help prevent incidents from occurring.
- We manage triggered events 24x7x365.
- We connect, troubleshoot, and identify underlying issues, and implement a solution or workaround, adhering to change management procedures.

You are notified about any detected events and receive a monthly monitoring service report.

## Powered by the AGFA HealthCare Monitoring Framework (AMF)

GRIP Monitoring Services are powered by the AGFA HealthCare Monitoring Framework (AMF), which we install and maintain. AMF is a multi-purpose managed services platform, which is deeply integrated into our product landscape and service portal. This allows you to go beyond “out of the box” IT infrastructure monitoring and more closely monitor your AGFA HealthCare solutions.

### Maximize your uptime and productivity

With GRIP® services, you benefit from:

#### New technology and future readiness:

- A vast library of ‘checks’ that keeps in lock step with the AGFA Enterprise Imaging development roadmap.
- Regular updates to meet evolving market needs.
- Scalability and rapid development to meet the growing demands of healthcare environments.

#### High efficiency:

- Detailed insight into the behavior of your AGFA HealthCare applications using monitoring APIs.
- Remote management uses single-pass data collection to minimize the load on monitored hosts.
- Configurable monitoring frequency and alert thresholds.
- An auto-discovery feature that detects changes to the system parameters that are being monitored.



### Together, for your success

At AGFA HealthCare, we are proud of the service we provide, and the relationships we build with our customers. Once your GRIP® monitoring services are set up, we'll take the extra step to make sure you have everything you need. You can meet our team and ask questions in an onboarding session, during which we will, together:

- Review roles and responsibilities
- Review what is being monitored and how
- Review your dashboards
- Review monthly reporting and ticket trend analysis (if you selected Managed Monitoring)
- Provide training (if you selected Self-Service)
- Introduce monitoring-related documentation and Knowledge Articles



# Discover how AGFA HealthCare supports your Enterprise Imaging strategy

Reach out to your dedicated AGFA HealthCare Client Executive  
or email us: [enterpriseimaging@agfa.com](mailto:enterpriseimaging@agfa.com)

[www.agfahealthcare.com](http://www.agfahealthcare.com)



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