



AGFA HealthCare Managed Services

Business Continuity & Disaster Recovery (BCDR)

Stay prepared, to support continuous patient care delivery

That's life in **flow**.

AGFA 
HealthCare

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In healthcare environments, there is no room for downtime: patients, physicians, and staff all rely on the continuous availability of systems and data. Your Business Continuity & Disaster Recovery (BCDR) architecture aims to provide resilience against a network, power or data center disaster. So you can ensure your Recovery Time Objectives (RTO) are met when unplanned events disrupt your care delivery. You also need to make sure that your carefully laid plans will function like clockwork when the moment comes.

AGFA HealthCare's managed BCDR service keeps an eye on your Enterprise Imaging environment with periodic checks and tests of the failover procedures, and dedicated support in the event of a disaster. So you can be sure that the fallback mechanisms and processes you have implemented will work just as you intend.



Safeguarding your systems

AGFA HealthCare's Business Continuity & Disaster Recovery service delivers:

- The creation of an initial BCDR 'runbook', tailored to your set-up and requirements
- An initial failover/failback validation on the live production system prior to go-live
- An annual, complete failover and failback test
- Quarterly validation and reporting
- Runbook updates based on the gaps identified during the testing
- Training by AGFA HealthCare experts
- Dedicated BCDR support in the event of a disaster
- Extended real-time backup alerts via Global Remote Incident Prevention Service (GRIP®)

Disaster recovery takes a team

Where is the weakest link in your BCDR infrastructure? The best-laid plans can go awry if a person or system isn't prepared. With the Managed BCDR Service, a customized BCDR runbook is first created by AGFA HealthCare, with all procedures and processes to follow in the event of a disaster. We validate the failover/failback procedures on the Enterprise Imaging production system prior to go-live.



Then, through periodic checks and tests, our Managed BCDR Service verifies that everyone and everything – including your team, the AGFA HealthCare team, and your Enterprise Imaging systems – is ready for the failover plan if and when it's needed. The core of this service is the annual full failover and failback test on your Enterprise Imaging components, which is further supported by quarterly backup validations.



Training ensures your team knows how the BCDR works, how and when to initiate failover, and more. And should disaster strike, we will fully support you in your recovery activities, to bring you back to normal operations as quickly and safely as possible.



Keep your BCDR strategy up-to-date

Infrastructure and software components evolve over time, which may require adjustments in your disaster recovery procedures. By analyzing the gaps during periodic checks and tests, we can adapt the runbook to keep your BCDR process as efficient as possible. You have the peace of mind of knowing a reliable process is in place for a quick recovery in the event of a disaster.



Global Remote Incident Prevention (GRIP®) + Business Continuity & Disaster Recovery

Successful disaster recovery requires valid backups. Managed BCDR Services is an ideal add-on to our GRIP® Managed Services, which offers continuous monitoring of your system parameters, to help detect issues and prevent incidents.

Powered by the AGFA HealthCare Monitoring Framework (AMF) platform, which is integrated into our product landscape and service portal, GRIP® Managed Services provides real-time backup alerts plus event management for any failed backups.

Discover how AGFA HealthCare supports your Enterprise Imaging strategy

Reach out to your dedicated AGFA HealthCare Client Executive
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www.agfahealthcare.com



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