



AGFA HealthCare Managed Services

Database Managed Services (DBMS)

Ensure your daily operations run smoothly and efficiently -
today and in the future

That's life in **flow.**

AGFA 
HealthCare

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The Enterprise Imaging database is the heart and soul of your AGFA HealthCare solution. You want it to operate optimally and for images to be accessed quickly and easily.

However, some issues can impact your database's performance. High Central Processing Unit (CPU) usage, low disk space, gaps in system updates or patches, and much more can negatively impact system response times.

AGFA HealthCare Database Analysts (DBAs) combine their knowledge of database management and best practices with an understanding of AGFA HealthCare IT applications to provide services that build on experience and target areas that can help improve operations and prevent issues.

AGFA HealthCare offers two levels of database management services to accommodate your needs, DB Health and Database Managed Services (DBMS).



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Database Health

The following services are delivered on applicable AGFA HealthCare Enterprise Imaging production, standby and auxiliary systems:

- Validation and application of database security patches
- Quarterly database Health and Growth Reporting

2

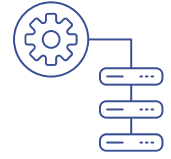
Database Managed Services

AGFA HealthCare's Database Managed Service delivers:

- Validation and application of database security patches
- Database-specific monitoring
- Root cause analysis by our experienced and knowledgeable DBAs
- Database finetuning
- Assistance with storage capacity planning

Preventative care for your database

We keep your AGFA HealthCare system's Oracle database up to date with the most recent Security patches. And our continuous monitoring of your database reveals any potential issues that might impact the performance, which can then be addressed before they escalate. Daily and monthly reports of your database's health include insight into load capacity, overview of incidents, performance metrics, and recommendations to keep your database operating optimally.



Leverage the skills and expertise of experienced Database Analysts (DBA)

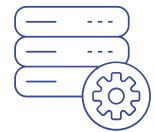
To keep your database running optimally, you need a skilled DBA to maintain the database, confirm data is properly backed up, and optimize system performance. Whether you have a DBA in-house or not, with DBMS you can rely on the support of AGFA HealthCare's DBA specialist team.

We assign experts in Oracle databases who are also trained in Enterprise Imaging. So, they have the knowledge and proficiency to look 'below the surface', and uncover the root causes of anything impacting your database's performance, while freeing your own staff for other high-value tasks.



Anchored in the present, but ready for the future

There is a lot that can affect your storage capacity and disk space usage, including unplanned growth due to migrations and third-party systems. Our DBMS team can work with you on storage capacity planning guidelines, to help you prepare and budget for future purchases.



Global Remote Incident Prevention (GRIP®) + Databased Managed Services

DBMS is an ideal add-on to our GRIP® Managed Services, which detects different types of database issues (such as disk space usage threshold breaches, DB process or backup issues, etc.), and applies a fix or remediation of the underlying issues.

It is powered by the AGFA HealthCare Monitoring Framework (AMF) platform, which is integrated into our product landscape and service portal and allows you to go beyond "out of the box" IT infrastructure monitoring and more closely monitor your AGFA HealthCare solutions.

Discover how AGFA HealthCare supports your Enterprise Imaging strategy

Reach out to your dedicated AGFA HealthCare Client Executive
or email us: enterpriseimaging@agfa.com

www.agfahealthcare.com



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