

IT architecture is evolving rapidly away from applications installed on local PCs, connected directly to their data via local area networks - towards centrally installed applications accessed remotely. These methods of access use Internet protocols, which means that the application server can be anywhere, from within the boundaries of the Hospital site, to a remote server theoretically anywhere in the world. This centralized approach offers considerable benefits in performance, reliability and reduced input from internal IT teams.

Performance

Remote hosting increases system speeds and can eliminate problems caused by large scale site operations with wide geographical area networks - the norm for most NHS hospitals. System performance can be affected when running data intensive applications directly connected to an onsite database. Remote hosting enables the use of applications over a wider distance, connecting satellite sites and other remote site locations. Benefit from:

- Time and cost savings associated with: servers, hardware, security tools, software installation, and direct system upgrades
- Single point of contact for software and hosting services
- System reliability plus expert support provision
- Enhanced system performance
- Supported, secure data sharing

Reliability and service continuity

Large local area networks are relatively dangerous places for data files. Remote hosting of applications removes potential problems that can arise when there is a local network fault.

Even the best managed networks can lose a PC occasionally for reasons ranging from a transient fault, or human error. Remote hosting means that your system is protected, vital data is stored off-site so that when a hardware problem arises, the application will be unaffected and data quality maintained.

Minimise technical support

Remote application updates

Protect your systems performance with reliable full servicing and support provision. Our specialist in-house support team removes your dependency on internal IT provision. System upgrades and application support can be carried out directly, solving the problem of updating individual PCs with revised versions of the application.

With the application running from a single location, updates become a fast, one hit process, removing the need to update each separate user PC. With essential data no longer subject to network failures, routine file maintenance tasks are reduced.

Eliminate in-house IT support

Technical expertise and support is essential for routine system maintenance tasks. Heavily used applications require regular system maintenance in order to maintain full system functionality.

With fmfirst® hosted at the Asckey site, support is always on hand to manage day-to-day maintenance activities, plus the reassurance of a rapid response should any system problems arise. Newer forms of operation, such as the fmfirst® Web module may require specialist skills and hardware that an NHS Facilities Department may not have. If such skills are in short supply, remote hosting allows you to take the next step, and outsource everything to do with technical support.

Local Hosting - benefits

Significant benefits include performance, reliability, and reduced technical support needs. NHS facilities departments are finding that implementing fmfirst® on a centralised hosting service provides all the benefits of improved performance and reduced maintenance mentioned above, particularly the benefit of one-time updates rather than individual updates to multiple PCs.

Whether hosted remotely at Asckey or local to the hospital site, remote application hosting, running a Windows® based application such as fmfirst® within a single server rather than on individual PCs can offer significant advantages in performance and running costs.

Remote Application hosting makes a remotely hosted application indistinguishable to the end user from a local application. fmfirst® performs as a remote desktop application on each individual user PC. Remote application hosting adds a new application icon to the desktop, indistinguishable from other local applications. As well as instant error fixes and direct system updates, it also provides technical benefits such as improved handling of local printers.

The remote application solution is our preferred solution for deployment of fmfirst®, but client PCs must be running Windows XP SP3 as a minimum, as the service is implemented via Microsoft.net 3.5 or above.

Remote data back-up

Critical business data is more secure, if it is regularly backed up as well as monitored in real time for security breaches. Application hosting services enables easy and trouble free management of the accounting application as the expertise of the ASP is always available.

Support the product, not the hardware

Experienced support staff can interact directly with your users to help with day to day questions on running fmfirst® and getting the best out of your system. We can work with you on-line to show you how to get the best out of fmfirst® within a single, tailored support contract.

System efficiency and cost reduction

Remote hosting allows you to focus on the best application of system functionality with the added benefit of improved performance and greater reliability. Trust your application to the direct care of a dedicated team of fmfirst® experts.

Efficient support means reduced system down time with support that provides fast, efficient and economical system performance.