

# HealthShare Support Solutions From the InterSystems Experts



## System Health Check

A screenshot of a system health check dashboard. It shows a table with columns for 'System', 'CPU Usage', 'Disk Usage', 'Error', and 'Status'. The rows are categorized into 'System', 'Security', 'Network', and 'Database'. The status column contains various colored indicators (green, yellow, red) representing the health of each component.

Let J2's systems architects examine your environment and provide **expert recommendations** for maximizing your uptime and performance. Our **49-point inspection** analyzes each of your servers from the ground up, including:

- Hardware sizing
- Storage configuration
- CPU, memory, and disk utilization
- Security
- HealthShare configuration and tuning
- Web server optimization
- Backup strategy
- High availability / disaster recovery

## Source Code Control



Connect **Git** or **Subversion** with HealthShare for **error-free software configuration management**. Our solution provides **professional versioning and deployment capabilities** within the native HealthShare development tools:

- Complete revision history for code and configuration settings
- Full support for labels, branches, merges, and rollbacks
- Easy code promotion from local sandboxes to shared development environments
- Coordinated deployment to test, stage, and production environments

## 24x7 Monitoring



Leave the worrying to us with J2's HealthShare managed services offering. For a **fixed monthly cost**, J2 provides **round-the-clock systems and application support** for your HealthShare environments. Our Ops Monitor suite generates **real-time alerts** based on customizable thresholds for:

- CPU utilization spikes
- Disk space warnings
- Network outages
- Message failures
- Changes in message volume from outside systems

Clients of all sizes rely on J2 for services and utilities that keep HealthShare running at peak performance.

Baystate Health ■ Cedars-Sinai Medical Center ■ Centegra Health System ■ Great Lakes Health Connect ■ Healthix  
Lincolnshire Health and Care ■ MemorialCare Health System ■ Missouri Health Connection ■ Northwell Health  
Rhode Island Quality Institute ■ SCL Health ■ University of Colorado Medicine  
Torbay and South Devon NHS Foundation Trust ■ UP Health System – Marquette

# J2 can help you get the most out of your InterSystems investment.

Since 2004, J2 has been providing InterSystems customers with unmatched expertise that spans the entire HealthShare product family:

- **Health Connect**
- **Information Exchange**
- **Patient Index**
- **Provider Directory**
- **Personal Community**
- **Health Insight**

Whether you're using one of these components or all of them, J2 can help you maximize the value of your HealthShare investment with solutions and support services tailored to your organization's unique needs.

**“J2’s expert systems team keeps us on top of HealthShare best practices, so we can take full advantage of the latest features and eliminate risks before they become problems. With J2 managing our HealthShare environments, I can keep my internal team focused on innovating for our stakeholders and community partners.”**

—Colin Fletcher  
Director, Health Information Exchange  
Rhode Island Quality Institute

**J2 is the recognized leader in customized solutions on the InterSystems platform.**

Some of the biggest names in healthcare turn to J2 to help them utilize InterSystems technology to its fullest potential.

**Give us a call to find out why.**

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