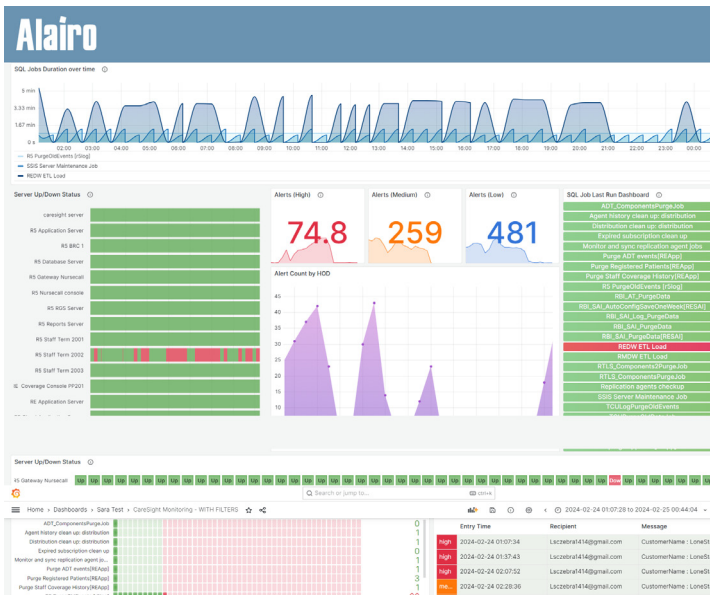


Alairo Uptime

Rauland Server and Device Monitoring

FOR RAULAND DISTRIBUTORS



Server Monitoring Capabilities

- Includes the network links, SQL services, and Windows task services
- MSSQL server jobs
- Server disk space and availability
- Server date and time synchronization
- Remotely restart a service
- Missing data check – Is data properly flowing from application to report server?

Device Monitoring Capabilities

- Headwall, access points, dome lights, Rauland BRC

Alerting

- Ability to send an alert via email or text to a defined individual or group
- Ability to define, per customer, degrees of severity (red, yellow, green...)

Output - Interaction with Application

- Real-time dashboards
- Historic dashboards and reports
- Professional aesthetics
- Ability to export data into .xls and .pdf
- Ability to generate printable reports

Performance and Reliability

- SLA on downtime identification
 - Immediate (<3 sec)
- No failures on excessive data set size
 - Avoids a common problem in Rauland Report generation

Purpose Built for the Rauland Environment

General purpose server monitoring technologies don't understand the data structures and communications behaviors of the Rauland server farm.

Beyond simply identifying whether a system was up or down, Uptime provides more context around the failure.

Single Pane of Glass - Multi-tenancy

To simplify the monitoring of all of your sites, Alairo Uptime continuously monitors multiple hospitals to centralize operations.

Strong Reporting Capabilities

Uptime's lineage is from a full-scale analytics service. Therefore, the presentation of information and reporting capabilities are core to its functionality. Trending data and historical failure information simplify the process of identifying failure mechanisms.

The Blind Spot

Lack of visibility into failed components in the patient room presents a significant risk. If the patient is unable to request help, or nursing staff can't receive notifications, serious incidents could occur.

The Value of Detecting Problems Before the Customer Experiences Them

Adding value by proactively alerting the hospital of potential issues positions your organization as a strategic partner. With early notice of hardware issues, the IT team can serve their hospital better and avoid serious safety issues.

Alairo Uptime strengthens

the services portfolio for

Rauland distributors



Lone Star continues to be a dedicated and successful reseller of Rauland Nurse Call Systems as it has done for decades. But to truly help our customers in their mission to deliver excellent patient care, Lone Star needed to invest in an advanced technology group.

Another factor was trying to help our customers with the growing prevalence and control of different communications and Electronic Medical Records systems.

To augment the nurse call services, and stay focused on improving the patient care environment, Lone Star made acquisitions and strategic investments in technologies that covered different segments of the patient care environment. These companies were brought into a program to build a powerful and versatile platform, eventually named Alairo.

In late 2022, Lone Star started a division named after the project. Since then, the development team has continued to "glue together" various components to create cost-effective solutions to issues such as fall prevention, alarm fatigue, and clinical communications.

In December of 2023, Alairo Solutions was formed as an independent company, built to support the reseller community as they help to modernize their customers operations.

Uptime is somewhat of a de-tuned analytics system...

The full analytics package, Alairo Insights, monitors many characteristics of the Rauland Server farm. On many occasions, the analytics team alerted customers to system problems before the hospital knew they had an issue. As an example, identifying a malfunction of the link between the Application Server and the Report Server can avoid weeks of lost data.

Seeing this capability, several resellers wanted to be immediately alerted if their customer's Nurse Call systems weren't functioning properly.

Uptime is a subset of the full Insights application. In the Uptime application, reports and custom dashboards are not a second-thought, add-on feature, these capabilities have been there all along.