

Automated, inter-operational communications that help hospitals to operate more smoothly, boost resiliency and recover more quickly.

Quickly assembling available staff, staying compliant with strict regulations, protecting IT and business functions against disruption, and maintaining resiliency in an environment where the unexpected is common are critical responsibilities hospital management and continuity planners face in the healthcare industry.

Programs like the Hospital Incident Command System (HICS) serve as an important foundation for a hospital's effort to prepare for and respond to various types of disasters. Its principles account for every detail involved in the vast lifecycle of any type of incident — *and the communications required to make it work*. An automated notification solution to apply these principles to a hospital's continuity program will go a long way. An *intelligent*, battle-tested automated solution will go even further.

### SunGard's NotiFind for hospitals

SunGard's NotiFind for Hospitals helps you effectively communicate with and manage your doctors, nurses, administrators, public safety officials, and other resources to facilitate operations and staffing in the fast paced, urgent, and often unpredictable hospital environment. This solution focuses on the recovery of the entire hospital organization during an incident, helps maintain resiliency, and helps link IT and hospital operations through communications in order to provide quality health care services.

### The power of hospital-tailored automated communications

NotiFind for Hospitals provides an automated, inter-operational approach to communications that helps hospitals and their related IT operations boost resiliency and recover together more quickly. Its pre-configured notification templates were developed to address commonly-faced hospital scenarios that are based on best practices in the business continuity planning and healthcare industries, and can handle the complexities of rotating or remotely-located hospital staff. Its key benefits include:

- **Streamlines and automates the hospital and IT communication process.** Communicates seamlessly throughout an entire hospital network — no matter how remotely located
- **Reliable, targeted communication.** Keeps staff and management focused on areas most in need during emergencies.
- **Improves human resource management.** Automated staff availability assessments help reduce the time and effort to organize teams during unexpected spikes in hospital activity.
- **Quickly and effectively inform and instruct all hospital staff** about urgent or emergency situations to better manage and speed up their resolution.
- **Reporting helps ensure compliance to regulations and guidelines:** Detailed reports create an audit trail to meet compliance to Joint Commission (JCAHO), HICS, and other regulations.
- **Ease of implementation, low total cost of ownership, little IT burden:** NotiFind is a fully hosted service and requires no investment in capital equipment or resources.

**NotiFind's packages are designed to meet the notification needs of customers of any size and maturity level with regard to their communications plan and needs. Versions include:**

- **Professional:** Enables organizations to execute quick, effective, focused communications within the entire hospital network
- **Enterprise:** Designed for organizations that have comprehensive emergency notification requirements incorporating outbound and inbound communication together.

NotiFind's packages provide a logical upgrade path that allows customers to grow as their communications needs evolve.

### Why SunGard for Business Continuity Management?

Solid products become real solutions when you listen to your customers — and when you choose a leader in business continuity services, you're also in good company. Our customer-driven International User Group, Regional User Groups, and our Technical Advisory Groups all combine to help us identify, develop and refine our software products.

Here's what else you can expect:

- **Unlimited, free product instruction.** Training is critically important, and SunGard provides product instruction through a variety of modes including formal training within the US and UK, or online through our Web site delivered by our experienced team of instructors.
- **Customer support** available 24/7/365 to answer technical questions or provide software guidance.

Access to continuity program and software **consulting services** from recognized industry experts.

### SunGard Continuity Management Solution

NotiFind can be purchased stand alone or as part of the SunGard Continuity Management Solution, a comprehensive software offering that helps your company manage the entire lifecycle of its Business Continuity program.

NotiFind for Hospitals is also fully integrated with LDRPS for Hospitals through a continually running service that checks for updates to LDRPS data and transfers the changes real time to NotiFind, keeping your most critical contact data up to date.

### About SunGard Availability Services

Sungard Availability Services provides disaster recovery, managed IT, and information availability consulting services to more than 10,000 customers in North America and Europe. We also provide Business Continuity Management Software to customers globally.

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### NotiFind by the numbers

With proven statistics that are continually tracked and improved upon, NotiFind:

- Communicates seamlessly Sends over **300 million** messages through the network annually
- Can make **800,000** 30-second calls per hour
- Performs **17,000** end-to-end tests daily on the network
- Has the ability to send messages to over **190** countries
- Has the backing of over **150** servers functioning as a self-healing network
- Guarantees **99.99+%** network uptime
- Promises **99.9%** deliverability as defined by SLA

Beyond our numbers, our state-of-the-art security features include an infrastructure that utilizes SSL transactions with 128-bit encryption, in addition to the latest in virus protection software. NotiFind also offers an optional fully functional API built on the SOAP protocol, making it possible for users to upload contact data and integrate proprietary or internal systems of record.