



Information Technology Services

CareCentric® knows your business, the applications that run it and how they need to work together to keep your operations running smoothly. We offer comprehensive Application Management and Cloud Services on a remotely-managed basis with highly-available, anytime, anywhere access – so that your applications are always running at peak performance when you need them.

1. Managed Desktop -- Key Benefit: Work from anywhere and have secure access to your complete desktop, including all applications and data.

We provide seamless access to your desktop located in our world-class data center, providing accessibility, security and redundancy through our clustered, load-balanced hosting environment. Through Remote Desktop Gateway (RD Gateway), authorized remote users can connect to resources on an internal corporate network from any remote Internet-connected device that can run the Remote Desktop Connection (RDC) client.

2. Hosted Exchange Email -- Key Benefit: Your email is centrally managed and integrated into your overall solution.

Our hosted email services are provided via Exchange 2007 and are available from any Internet-accessible computer. Features include:

- Mailbox size of 500MB per licensed user
- Global Address List (address list of all users within a personalized domain)
- Optional access/licensing via Outlook® 2007 client
- Outlook Web access
- Smartphone email access via ActiveSync
- Shared address list
- Shared contacts
- Shared tasks
- Shared calendar
- Group scheduling (includes viewing free/busy times of others)

3. BlackBerry® Mobile Mail -- Key Benefit: Your email is presented and managed via BlackBerry Enterprise Server (BES).

Connect your BlackBerry with Microsoft® Exchange's BlackBerry Enterprise Server to provide you and your mobile workforce with a seamlessly integrated, wireless extension of your email accounts.

4. Anti-Spam Filtering -- Key Benefit: Your email is filtered to exclude most unsolicited email.

With Microsoft's Forefront™ Online Protection, multiple filters are configured to actively help protect your inbound and outbound email from spam, viruses, phishing scams and email policy violations. Included are active content, connection and policy-based filtering as well as multi-engine spam and virus scanning with low false positive ratios.

5. Virus Protection -- Key Benefit: Your files are protected from botnets, viruses and malware.

Using Microsoft's Forefront Security helps guard against emerging threats (e.g., spyware and rootkits) and traditional threats (e.g., viruses, worms and Trojan horses). Also, it integrates with the existing infrastructure software -- such as Microsoft Active Directory® (AD) -- and complements other Microsoft security technologies for enhanced protection and greater control. Forefront Security helps you protect your business with confidence and efficiency.

- 6. Server Patch Management -- Key Benefit: The servers housing your files will have the latest updates.**
Using Microsoft Windows Server Update Services enables us to deploy the latest Microsoft product updates to the environment and allows our administrators to fully manage the distribution of updates. Patch management involves acquiring, testing and installing systems and security patches (i.e., code changes) to the servers. Patch management tasks include the following: maintaining current knowledge of available patches, deciding which patches are appropriate for particular systems, ensuring that patches are installed properly, testing systems after installation and documenting all associated procedures (such as specific configurations that are required).
- 7. Microsoft Office -- Key Benefit: We offer complete hosting of the latest Microsoft Office suite.**
Microsoft Office is available as a Software as a Service (SaaS) solution to authorized users.
- 8. Advanced Print Services using triCerat® -- Key Benefit: Remotely-located files can easily be printed to any local printer.**
triCerat provides a complete advanced print management solution that eliminates the user frustration and loss of work hours that occur when all print jobs come to a halt. triCerat's ScrewDrivers is engineered for Windows application delivery environments accessed by terminal server remote desktop users and it ensures the user that the correct printer and printer attributes are ready to handle complex remote printing requests.
- 9. File Document Storage -- Key Benefit: Your remote files will always be available and backed up daily.**
At CareCentric, we have taken data protection to the next level. In addition to performing constant backups, we have a fully redundant file services architecture that was built using the latest Microsoft tools such as Domain File Services (DFS) and File Replication Services (FRS). We also use dual fiber attached Storage Area Networks (SAN) to ensure stability.
- 10. Full Backup/Restore Solution with Offsite Data Retention -- Key Benefit: Your file backups will be safely stored both onsite and offsite.**
We understand the importance of backups, so we have built a solid backup foundation using current technology. Backups are performed nightly and are moved to a disk-to-disk unit where they are held for multiple weeks. A copy is also sent offsite to a vault weekly to ensure the data is safely stored in case of an emergency.
- 11. Microsoft Windows SharePoint Services -- Key Benefit: Collaboration is simple with your remote files.**
Microsoft Windows SharePoint Services provides a foundation platform for building Web-based business applications that can flex and scale easily to meet your changing and growing needs. Windows SharePoint Services provides an effective way to implement and manage a high-performance collaboration environment. With a familiar, Web-based interface and close integration with everyday tools (including the Microsoft Office system), Windows SharePoint Services is easy to use and can be deployed rapidly.
- 12. Full Server Monitoring with Portal Access -- Key Benefit: Your hosting environment is proactively monitored 24x7.**
Through the Orion NM system, we are able to monitor comprehensive performance, fault management and server availability data to ensure that the server is always running at peak performance. Clients can log onto a Web portal to gain access and insight into the monitoring and management of the servers assigned to them.
- 13. Help Desk Hosting Support -- Key Benefit: You have a single point of contact for your IT Services needs 24x7.**
We provide a single point of contact for all hosting-related information and assistance resources. Support is obtained via a toll-free number, Web site and/or email. Adhering to ISO/IEC 20000 and IT service management best practices, the support organization provides three levels of support. All incidents and service requests are initiated through the help desk.

- 14. Hosted Applications -- Key Benefit: Using hosted applications provides expertise and availability, typically at a lower overall cost.**
Technology is integral to the efficient execution of your business plan. To get maximum value from your applications, you need to ensure that they are always running at optimum levels without your resources being wasted. Using our hosted applications helps you accomplish these goals.
- 15. Hosting Complete Application Support -- Key Benefit: We can help when you have questions about using specific hosted applications.**
We offer single-point-of-contact support and usage within hosted applications, including features and functionality. All application and administrative security authorization processing is provided via documented guidelines.
- 16. Dedicated Active Directory Domain with Full Management -- Key Benefit: We are able to manage your users' access correctly and according to your company's policies.**
The heart of Windows is the Active Directory. The distributed database controls all aspects of the operating system environment. Creating an optimal Active Directory design is a challenging task that should not be taken lightly. During the design process, an Active Directory architect must balance business and technical considerations to develop a design that reflects an organization's unique requirements. We can work with you to create this environment and enable you to have controls into it for purposes of administration.
- 17. Domain Name Services (DNS) Management -- Key Benefit: We offer centralized management of this critical component.**
Choose us as the primary hoster for your company's DNS and eliminate the guess work and confusion that can result from managing your own domains. We offer primary and secondary external DNS zones for your company in order to provide complete Internet name resolution.
- 18. Hosting of Companies' Internet/Intranet Web sites -- Key Benefit: We can save you time and money by hosting your Web sites.**
We provide hosting for companies' external Web sites and internal employee Web sites. Additional costs may apply to database and portal application services.
- 19. CareCentric SAS 70® Type II Audit -- Key Benefit: Our controls allow for proper handling of your applications, data and hosting environment.**
A SAS 70 examination signifies that a service organization has had its control objectives and control activities examined by an independent accounting and auditing firm. A formal report, which includes the auditor's opinion, is issued to the service organization at the conclusion of a SAS 70 examination. A Type II audit samples and tests the efficiency of these controls over a six-month period to reasonably assure that they are working correctly, whereas a Type I audit only lists the controls.
- 20. Licensing -- Key Benefit: We save you money by providing Microsoft licensing on a monthly usage basis.**
Customers will supply all application-specific licensing. We can provide all Microsoft licensing on a monthly usage basis.
- 21. Telecommunications Data/Voice Audit -- Key Benefit: Our audits can help you realize significant cost savings.**
We offer telecommunications audit services risk-free in the areas of contract review and negotiation, contract compliance, cost recovery and billing optimization. Our expertise is founded upon a complete understanding of the carriers' contracts, tariffs and pricing guides and includes the critical, contractual components of finance, audit and sales. We will manage the complete cost-saving initiative. The cost of the audit is 30% of the cost savings recovered during the first 12 months.
- 22. Telco Monitoring and Management -- Key Benefit: We proactively identify and quickly resolve problems.**
With this service, we manage your telecommunications and provide monitoring and 24x7 alerting. Your users will receive email alerts when any telecommunications issues arise and you will have the satisfaction of knowing the issues will be resolved by your IT partner.

SAMPLES OF THE TYPES OF APPLICATIONS CARECENTRIC HOSTS

Business Intelligence	Desktop Applications	Financial
Dynamic Methods IBM® Cognos® IBM Cognos TM1 iET ITSM Oracle® SAP®	Adobe® Acrobat® Adobe Photoshop® Adobe Reader® Maptitude Geographic Information System Microsoft Access® Microsoft Office Microsoft Outlook® Microsoft Project Microsoft Publisher Microsoft Visio® PC-Print pdfFactory 3.22 Photodex Corporation PureEdge ICS Viewer	Analysis Cubes Exact Macola ES Integration Manager Mekorma MICR Microsoft® Dynamics GP QuickBooks Pro® Sage BusinessWorks Accounting Sage ERP Accpac Sage MAS ERP Sage MIP Fund Accounting
Clinical		Reporting
AccuCare CarePoint Caretinum® CareTracker Dezine GiftRAP IHN Suite Keane NetSolutions Funds Keane NetSolutions RAM MestaMed® PharmMed® procare SOFTWARE® QuickCare Resident Diet System ResiDex RNet STAT2	Document Management doc-link™ FileBound® Microsoft SharePoint® Service Point	F9 FRx® Drilldown Viewer™ FRx Report Designer Microsoft FRx Microsoft SQL Server® Reporting Services ReportSmith® SAP Crystal Reports® XLReporter
Databases	Other ORBITS® PDA	Workforce Management
Microsoft SQL Server Oracle	Transmission Emdeon, Inc. PayTrans Network™, Inc. SecurePay.com, Inc. ZirMed®, Inc.	ADP® ADP HRMS ADP PC/Payroll® Enterprise eTIME® Kronos® Workforce Central® TimeSaver® Ultimate Payroll UltiPro®
Fundraising	Voice/FAX Software CallXpress® GFI FAXmaker™ RightFax®	
DonorPerfect iMIS 15 PIDI The Raiser's Edge		

For more information, call 800-254-9872 or visit www.carecentric.com.

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