Pulse™
IT Support and Help Desk. Simplified.

Integrated™
Health Systems
Senior Living IT Solutions. Simplified.

A Responsive Remote IT Help Desk and Support Solution for Senior Living

With the emergence of EMR/EHR, technology is being used in Senior Living organizations now more than ever. **Pulse**™ allows facilities to transition from expensive, slow-response IT support to a remotely managed, quick-response solution designed specifically for Senior Living.

Pulse™ can improve your technology by offering immediate technical support, proactive diagnostics, device monitoring and management, security patch management, and analytical network health reporting. **Pulse**™ manages your IT, so you can focus on what really matters: your residents.

24/7 Help Desk	Immediate world-class support available 24 hours a day, 7 days a week, 365 days a year.
Expert Help & Support	Calls are answered by experienced, top tier support agents. No gatekeepers, no transfers.
Proactive Monitoring	Proactively monitors all computing devices, internet circuits, WLAN, and LAN equipment. We'll know there's a problem before it becomes one.
Predictive Intelligence	Identifies many technology issues and resolves automatically, saving you time and effort.
Security Updates	Automatically manages your operating system updates, Microsoft Windows patches, antivirus, malware, and security updates, during off-peak times.
Client Care	Recurring client care meetings designed to foster communication and ensure the highest level of client satisfaction.
On-site Support*	Support Agents can be dispatched to your facility within 2-4 business hours.

*Additional charges apply.

Monitoring and Maintenance

Pulse™ monitors are used to evaluate the condition of your computing devices and then perform an action when a threshold or condition is reached.

	Servers	Computing Devices	Infrastructure	Wireless
Up/Down Status	X	X	X	X
Microsoft Patches	X	X		
Hard Drive Space %	X	X		
CPU Usage %	X	X		
RAM Usage %	X	X		
CPU Temperature	X	X		

Lower Costs
A low, controlled monthly expense that only changes when you add devices, which allows you to plan for the increases as they come.

Improve Your Focus
Our experts will handle your IT issues and free you up to focus on what really matters: **your residents.**

24/7/365 Availability
Minimize downtime and maximize staff productivity with 24/7 help and support.

Increase Efficiency
Quickly implement new technology and streamline configuration and setup getting your staff up and running faster.

Access to IT Experts
Our high quality experts are well-educated with years of support experience.

Increase Staff Satisfaction and Retention with an unmatched support experience - contact us by phone, internet, or email.

Pulse™ is **scalable** and can be structured to fit your needs, whether you're an independent or large multi-site provider.

FOR MORE INFORMATION
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