DMS

DIGITAL MEDICAL SYSTEMS

CONFIDENT IT

WWW.DMS-IT.COM.AU
1300 865 977

We have specialised in providing Medical Practices with IT services that achieve lower operating costs, unmatched expertise and leading client focus for over 30 years.

That's DMS confidence.

OUR BUSINESS PARTNERS

Digital Medical Systems has built strong working relationships with the world's best IT brands including:

IBM Business Partner · Lenovo Business Partner · Business Partner hp invent · Cisco · lifesize · KYOCERA · Canon · SAMSUNG · TOSHIBA Leading Innovation · MedicalDirector Authorised IT Service Provider · Microsoft Small Business Specialist · WEBROOT · TREND MICRO Securing Your Web World · symantec · vmware · veeam SILVER pro partner · ALTARO

CONFIDENTLY ACHIEVE NEW HEIGHTS FOR YOUR BUSINESS WITH DMS AS YOUR IT PARTNER

WHAT WE DO

DMS has been providing premier IT support for medical practices and other businesses for over30 years. We have a combined technical experience of over 100 years! We have helped many clients maximise the efficiency and productivity of their systems, and we pride ourselves on providing a level of service, expertise and honesty that makes us one of the most highly regarded firms in the industry.

AT DMS WE ARE FOCUSED ON DEVELOPING CONFIDENCE, FOR YOUR BUSINESS AND OURS.

We are confident in our technical capability and adaptability

We are confident in our ability to partner our experience with your business, to bring you improving results from your IT resources

DMS clients are confident that they receive service that goes above and beyond in making sure their IT delivers the value to their business it should

DMS clients are confident that they receive expert consultation for all of their IT needs

DMS clients are confident their IT systems provide high availability, reliability and resilience

Talk to DMS today and get the confidence you want from your IT resources

IT SALES

- Hardware Systems
- Microsoft Software
- Business Software
- Document Management
- Communications and VOIP Systems
- Telehealth / Video Conferencing
- Fully Managed Internet & Web Security

TECHNICAL SERVICES

- 24x7 IT Support
- Analysis, Solution Design and Consulting
- Systems Auditing and Reporting
- Full Installation and Configuration
- IT Systems Documentation for Accreditation and Compliance
- On-Site and Remote Support Services
- Disaster Recovery
- Fully Managed Online Backup
- Cloud Computing solutions:
  - Private Cloud Hosting (IaaS)
  - AWS / Azure

BE CONFIDENT THAT YOUR IT RESOURCES ARE RELIABLE, UP-TO-DATE, AVAILABLE AND PRODUCTIVE WITH DMS MANAGED IT SERVICES

DMS MANAGED IT SERVICES

WHAT ARE MANAGED SERVICES?

Managed IT Services are the day-to-day IT activities that ensure your system is up- to-date, secure, productive, consistent and highl
nefit of your
business.

This service combines industry best practices with powerful and secure technologies to give your business proactive IT support fully detailed

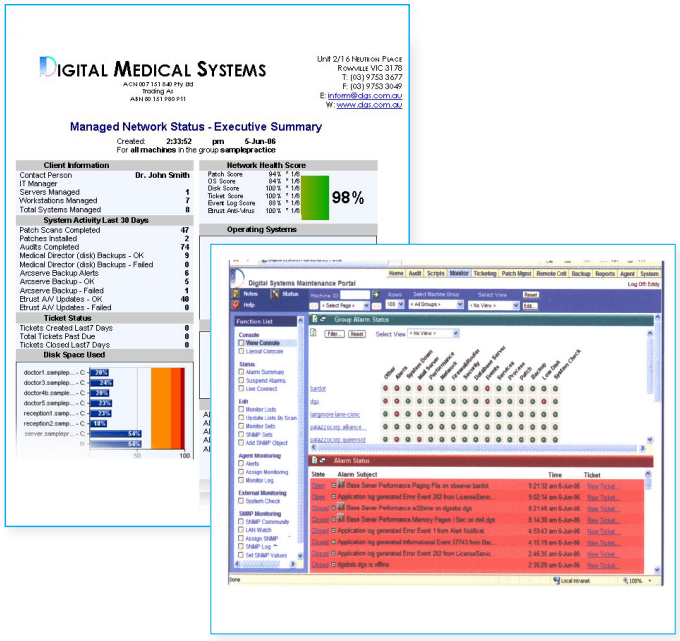
in a Managed Service Level Agreement (MSLA).

WHY USE A DMS MSLA?

IT networks are complex systems that require effort to keep them operating productively and efficiently.

Many IT service providers say they provide full Managed Services, but this all too often refers only to remote access. A truly effective Managed Services Agreement is about much more.

A DMS MSLA provides a consistent, structured and proactive approach to managing your IT needs. We make use of preventative, automated processes and provide you with timely, reliable reporting. Our qualified technicians resolve any problems, usually within minutes. This allows you to more effectively leverage your IT resources for your business.



Another advantage of this approach is that it maximises the efficiency of your IT investment and minimises fluctuating costs, so that you can have consistency and predictability in your budget.

Even better, it happens quietly behind the scenes leaving you free to work hard on the operation of your business.

WHAT IS INCLUDED IN A DMS MSLA?

Automated remote monitoring and management of your IT system that is frequent and scheduled.

Included service hours and guaranteed priority support

24/7 monitoring and support

Remote and on-site support

Flexible packages offered to suit your business needs, including options for services such as:

- DMS Data Management
- DMS Managed Security Services

Additional pre-purchased support hours packages available. Any unused hours will carry over to the next period

Affordable pricing options

The DMS MSLA:

- Keeps your IT resources productive, secure and available
- Guarantees proactive management and reliable reporting
- Minimises surprise costs
- Exceeds RACGP, AGPAL and GPA accreditation standards
- Improves your bottom line
- Rapid support; most problems resolved in minutes

Talk to DMS today about how an MSLA can help your business

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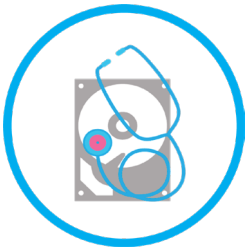
BE CONFIDENT THAT WHAT IS IMPORTANT FOR YOUR BUSINESS IS SAFE WITH DMS WATCHING AND PROTECTING YOUR DATA

DMS BACKUP AND RECOVERY SERVICES



DMS OFFERS POWERFUL PROTECTION FOR YOUR IT SYSTEM AND DATA.

We design your system with a failsafe approach and use industry leading technologies to keep your network safe and resilient. If failures should occur, we will restore your operating environment rapidly and minimise costly down time, resulting in a hiccup not a disaster. A cornerstone of this approach is an effective data management program for protection and backup.

While many IT providers say they offer protection and recovery services, we have found many practices with badly configured systems. In contrast, we have also seen the results of an effective data management program that allow potential disasters to be mere hiccups. We have had our clients up and running again, with reboots of the operating environment in less than an hour after server failure.

Again and again in our 30 years of medical IT experience we have seen that the businesses that prepare invariably end up being stronger and more resilient.

DATA PROTECTION AND BACKUP

- Onsite and online, offsite data backups
- Encryption
- Scheduled, automated and simple backups
- Backup history minimum of 4 weeks retention window, can be almost infinite depending on storage capacity

FAILSAFE IT AND HIGH AVAILABILITY SYSTEMS

- Design, rollout and maintenance
- Minimal downtime
- 24/7 monitoring
- Redundant and Failsafe systems

RAPID DISASTER RECOVERY

- 24/7 support
- Rapid recovery times
- Virtual boot – if one server becomes inactive another mchine can boot and take its place
- Server replication

DMS uses and recommends the market leading Storagecraft ShadowProtect and Veeam solutions for data resilience and disaster recovery.

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ALTARO

STORAGECRAFT. SHADOWPROTECT 5

VEEAM Modern Data Protection

BE CONFIDENT THAT YOUR IT CAN STAND UP TO TODAY'S CYBER THREATS WITH DMS MANAGED SECURITY

DMS MANAGED IT SECURITY

CYBER-CRIME FREQUENCY AND SEVERITY IS ON THE RISE AND THE RISK POSED TO MEDICAL PRACTICES IS VERY REAL.

With so many IT security products out there it can be difficult for consumers to judge which product will give them the level of protection they need.

DMS takes the headache out of IT security by providing the best anti-malware products available for today's market. Importantly, we also assist in policy documentation and in providing education of your staff, to ensure that everybody's use of your IT system minimises risks.

IF THERE IS ONE PRINCIPLE THAT SHOULD GOVERN AN IT SECURITY STRATEGY IT IS TO BE PROACTIVE.

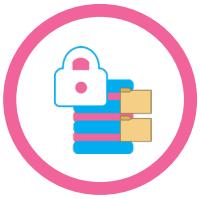
This produces the best results, for minimising breach frequency and severity, as well as having a positive impact on your bottom line.

USER NAME AND PASSWORD CREDENTIALS ARE TARGETED - ARE YOUR CREDENTIALS SAFE?

DMS identifies credentials that have been compromised and listed on the Dark Web, then uses the latest technology to monitor pro-actively for stolen and compromised data, alerting us when a threat is detected so we can notify you and respond immediately.

Credential Theft Monitoring

Backup for Rapid Disaster Recovery



End Point Protection

Multi-Factor Authentication

IT Security Policies

Anti-Spam Protection

DNS Protection

THE DMS ANTI-MALWARE GUARANTEE

With DMS Managed Security Services based on Webroot, any support time we spend removing viruses is completely free.
Now that's DMS confidence.

WITH DMS WATCHING THE HORIZON FOR THE BEST NEW TECHNOLOGIES AND PRACTICES YOU CAN CONFIDENTLY NAVIGATE THE CHANGING MARKET

DMS PRIVATE CLOUD HOSTING

INFRASTRUCTURE AS A SERVICE (IAAS)

DMS Private Cloud Hosted IT Infrastructure as a Service (IaaS) is ideal for clients that do not want the capital expense required for on-premise file servers and other IT infrastructure.
DMS has invested significantly in IaaS utilizing the latest server and storage systems:

. fully redundant 10G switching network.

. fully redundant fibre connected high speed servers

. fully redundant high capacity data storage.

. enterprise grade managed Fortinet and Cisco firewalls.

DMS IaaS is co-located at the Equinix Melbourne International Business Exchange™ (IBX®) facility. Equinix is a Global Data Centre provider with over 200 IBX facilities worldwide and is Australia's leading Tier 3+ Data Centre provider, with 17 Data Centres across Australia. Equinix IBX Data Centres have ISO 27000 certification as well as industry leading reliability, security and unmatched interconnections to the world. DMS have the ability to co-locate and replicate to any of the Equinix Data Centres across Australia if required by clients.

And of course, the DMS IaaS infrastructure is covered by 24/7 on-site technical support.

EQUINIX IBX® FACILITIES HAVE A GLOBAL UPTIME RECORD OF > 99.999%.

DMS VIRTUAL SERVERS:

DMS offers clients a range of standardised Virtual Server configurations that are configured to most business application requirements and hosted on the DMS shared IaaS platform. DMS also are able to offer custom Virtual Server configurations upon request.

DMS DEDICATED SERVERS:

For those clients that require wholly Dedicated Servers (not shared), DMS is able to offer any configuration required upon request.

HOSTED MICROSOFT SOFTWARE SOLUTIONS:

DMS is a registered Microsoft Services Provider License Agreement (SPLA) reseller as well as a Microsoft Cloud Solutions Provider (CSP) and is able to offer clients popular Microsoft software and services hosted on the DMS Private Cloud IaaS, including Hosted SQL Server, Exchange and Outlook.

Clients can also choose the DMS IaaS Server Monitoring/Management levels to suit their requirements. Call DMS for more details.

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WHAT DMS CLIENTS SAY:

"DMS provide Sydney Mother and Baby with outstanding IT and VoIP telephony service. It is imperative to have an IT support company that really understands the requirements of healthcare providers and the transition to DMS was well supported and smooth. I am reassured that our data is continually protected and backed up. DMS tech support is always available and is very professional. DMS constant monitoring of our complex IT environment gives us peace of mind. We are able to focus on the practice and patients rather than always dealing with constant IT issues. DMS are a cost effective and efficient solution for Sydney Mother and Baby's IT and VoIP telephony support. I would absolutely recommend DMS for clinical IT support.

Cathy Baynie, Practice Manager RN CPAAPM FAAPM
DR MORRIS | SYDNEY MOTHER & BABY

"Now I can get my life back with confidence in the DMS Managed Service Level Agreement and sleep at night not worrying about IT disasters"

Dr Wes Jame,
Berwick Medical Centre, Victoria

"Digital Medical Systems have been a key partner with our practice in our recent expansion. With the construction of a new building to add to our existing premises we needed a hardware and networking solution that would provide an integrated IT system for all areas of the practice as well as catering for our future requirements. The team from DMS worked tirelessly with us throughout – from the planning stage, through the implementation and then operational phases.

Of great comfort is their expertise and meticulous attention to detail as well as their prompt response when support is required.

We greatly appreciate the positive professional approach from everyone at DMS throughout our expansion phase and now their ongoing support in our day to day operations and especially the documentation, monitoring and managed services DMS provides to keep our system functioning optimally."

Dr Ian Williams
Practice Principal
Camp Hill Medical Centre, Brisbane Qld

Jan Chaffey
Executive Officer

"DMS is one of the most professional IT support companies in the business. Their response times are brilliant. I like their innovative systems approach to managing the 'background' monitoring and email notification to the customer. I highly recommend them."

Peter L Wallis, FAICD, FAAPM, Business Manager
Breed Street Clinic, Traralgon, Victoria

"Now that we are with DMS I feel well supported. I value their willingness to be onsite regularly, the rapid response times and great reputation. DMS gives confidence to practice managers"

Gayle Bloch,
Wonthaggi Medical Group, Victoria

HOW CAN DMS HELP YOU?

WWW.DMS-IT.COM.AU CALL 1300 865 977
OR FAX BACK TO DMS ON 03 9753 3049

Name:

Practice:

Address:

Phone:

Fax:

Email:

We currently use the following:

Clinical Software:

Practice Management Software:

Network Operating Software:

WIN 2003 Server ☐
WIN 2008 Server ☐
Other:

We have the following number of computers/users:

1-4 ☐ 5-10 ☐ 11-20 ☐ 20+ ☐

Our computers are:
New ☐ 2-3Yrs ☐ 4-5Yrs ☐ 6+Yrs ☐

I am interested in the following:

FileServers: ☐
RAID Systems: ☐
Backup Systems: ☐
DeskTop PC's: ☐
NoteBook PC's: ☐
Printers: ☐
Networking: ☐
Comms/Security: ☐
Paperless Practice: ☐
Software: ☐
Managed Internet Security ☐
Managed IT Services: ☐
Support Services: ☐
On-Line Backup ☐
VOIP Communications: ☐
Video Conferencing: ☐

Other: .....
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