

Managed Services

A dedicated team of individuals with expertise in application management and TruCare, Casenet's Managed Services is responsible for managing your infrastructure and ensuring optimal performance of TruCare, allowing your team to focus on your critical business priorities.

Partnering with Managed Services means you will receive:

- Hosting Environment Management and Reporting
- TruCare Installation Assistance
- TruCare Upgrades
- Database Management
- Disaster Recovery Testing

From the start of the implementation, Managed Services works in close collaboration with you and your designated implementation team, to ensure that post go live, they are fully integrated with your business and provide the services required to address your ongoing infrastructure management needs.

Using industry standards and proprietary automated tools to maintain and monitor high availability and system performance, in the rare event environmental issues are encountered, Managed Services aims to identify and develop a resolution plan for any issues before they impact our clients.

Managed Services strives to address inevitable infrastructure issues with the highest degree of transparency, collaboration, and follow-through to our clients' satisfaction. Post resolution, a retrospective framework is employed to eliminate repeat occurrences.





Database Management including but is not limited to:

- MS SQL server installation, upgrades, and patching
- Database:
 - Security and monitoring configuration
 - Replication
 - Index maintenance job
 - Data archive job and other job configurations
 - Backups and restores
 - Availability, performance & services monitoring
 - Troubleshooting
 - Support activities
- Database security and user accounts maintenance
- Multi environment upgrade database support for TruCare

TruCare Installation

- Application and database server configuration
- Domain user & user group configuration
- Server security and permission configuration

Environment Management

- Server security patch application and TruCare validation
- TruCare server performance & stability monitoring
- Troubleshooting of TruCare, network and server related issues
- Environment security configuration & management
- Server resource utilization monitoring
- Import/Export (IMEX) deployment across all environments
- Business Rules deployment across all environments
- Environment refreshes

TruCare Upgrade

- Multi environment support for TruCare release upgrades

Disaster Recovery

- Production environment disaster recovery planning
- Disaster recovery testing and as needed resolution

Environment Reporting

- Monthly security & environment report
- Daily feed statistics reporting