

Intelligent Alerting for Communication Director, Data Express and Bed Ready



Delivering alerts when you need them most.

Communication Director, Data Express and Bed Ready are all built on the Communication Director platform. Because the Communication Director platform is so reliable, many of our customers tell us that they monitor the system only occasionally. This can cause an unforeseen issue...if something does go wrong, it could be several days before it is noticed. With our new SmartAlert system, you can be notified via SMTP email when critical issues occur based on your unique criteria.

Activity Volume and HCIS Connectivity

Are your reports or data being received or delivered as expected? With SmartAlert, you can set both input and output volume thresholds. Perhaps one of your fax lines is “down”—by monitoring anticipated output volume, you could be notified that fax output is not as expected. If lab results are not being delivered as expected, you can be alerted of this as well. And if the Communication Director platform is not receiving reports or HL7 messages from the HCIS as expected, SmartAlert will let you know. Most Communication Director platform activity volumes can be monitored for alerting, including failures, disqualified items, the number of queued deliveries, and database size.

Process Monitoring

When those rare system or platform errors occur, you can be notified immediately, often resolving the situation before any users are aware of a problem. SmartAlert can be configured to send an alert if specified Communication Director platform processes are unresponsive or the service stops running.

Alerting After Hours

During weekends or other times when staff may not be periodically monitoring the system, you can rest assured that you will receive an email notifying you when the conditions warrant an alert.