Integration Support
Protect your critical systems

RESTART
Building integrated healthcare

Because the NHS doesn't sleep, we monitor your integration engine and every system attached to it 24/7. Protect your organisation against potential interruptions to service with our proactive support solution.

Service continuity

As the backbone of your clinical systems, your organisation's integration engine is critical to the flow of information between different departments. We prevent any disruption to this flow of data from causing delays to the provision of care.

UK's leading integration experts

Our dedicated team of integration professionals have experience across Ensemble, HealthShare, Rhapsody, Mirth, JavaCAPS and more. This experience means we quickly establish if an issue is with the integration engine or a sending system; and we'll liaise with the system supplier to resolve the issue before your clinicians notice any impact.

Guaranteed response times

We provide Service Level Agreements (SLAs) to protect your most important systems. With a 15 minute response time and 30 minute fix time, we keep your applications running continuously.

50% more cost-effective

Identifying and fixing problems takes up your valuable IT resource. Having that resource available 24/7 is costly. Taking our support service saves Trusts on average 50% of the cost of a dedicated internal team.

Peace of mind

Over 30 NHS Trusts rely on our support day in and day out to keep data flowing smoothly. We schedule monthly reviews which include a service summary, incident review and recommendations for any preventative action so you can get on with core work.

> *"The cost and hassle of looking after this ourselves is not part of Trust core work and I would always look to outside experts who can come in and quickly deliver solutions. This also gives us access to a wide range of knowledge and experience."*
>
> *Ian Mackenzie, Surrey & Sussex NHS Trust*

Innovative tools for proactive monitoring

We invest in building monitoring technology. Our bespoke alert monitor (RAM) includes a unique dashboard displaying the status of your integration engine and visibility of messages being processed.

RAM ensures we know about potential issues before they become problems including:
- System heartbeats
- Message queues or errors
- Connectivity and uptime
- Spikes or lulls in message activity

Flexible and custom packages

Our choice of support packages includes different levels to suit your organisation's needs and the integration skills of your internal IT team. Choose one or a bespoke combination of:
- 24/7 continuous monitoring (most popular)
- 8am-6pm, 7 days enhanced support
- 8am-6pm, 5 days standard support
- 1st, 2nd or 3rd line support

Whatever you choose, you'll get the same industry-competitive SLAs of 15 minute response and 30 minute fix times.

Support add-ons

SYSTEM AUDITS
Review the efficiency and security of your integration environment

BACKUP
Recover critical information in the event of data loss or system breach
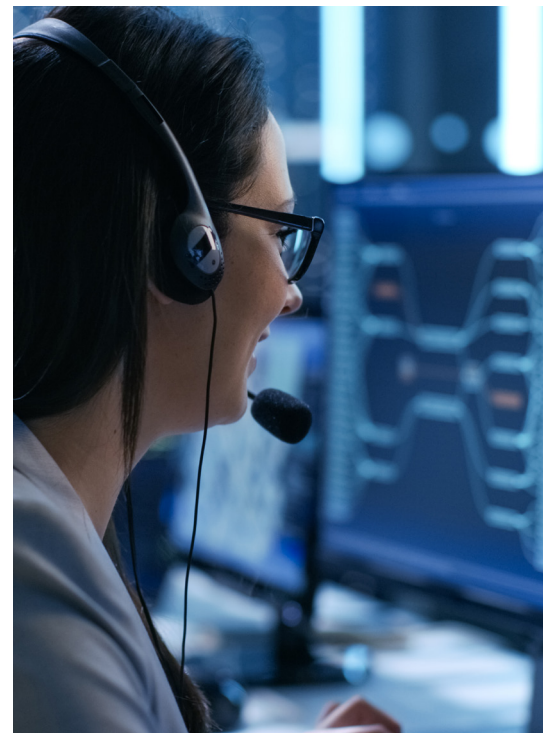
UPGRADES AND MIGRATIONS
Deploy, replace or enhance your integration engine to optimise performance

ARCHITECTURE AND DOCUMENTATION
Map your entire integration environment to avoid a single point of failure

INTERFACE DEVELOPMENT
Seamlessly bring new systems into the integration engine

Get in touch

For support that feels like an extension of your internal team.

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Restart is the UK's leading provider of end to end integration solutions for healthcare. We are 100% requirements-led which means you pay for the exact functionality your Trust needs. No one else gets your interoperability vision up and running faster. From point to point integration to complex system architectures, Restart gets your data where it needs to be, in the right format, every time.

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