# Fukuda SecureConnect
## Remote Maintenance Service

Fukuda's remote maintenance service is designed to keep systems updated and mitigate problems early, in order to minimize unnecessary expenses.

## Main Benefits

The Fukuda software maintenance service has many features that are strongly recommended to run the Fukuda SecureConnect Solution. The service/license accounts for the following:

- Prevent Unpredictable Downtime
- High Availability/Fault Tolerance
- Minimize Downtime and Data Loss
- Disaster Recovery Plan
- Elastic, Scalable Solution Architecture
- Virtualized Supported Environments
- Stable System Upgrades & Patches
- Proactive Cybersecurity (SecureCare)

# Service Definition

Remote Maintenance Service contains following periodic services for the Fukuda Connexus Platform & SecureConnect solution monthly.

## Scanning the Fukuda SecureCare System

We check the status of each program on Fukuda SecureCare System and detect problems or unusual status, and they are corrected during the remote maintenance.

## Recording the virtual system status IO

Our Network Ops system monitors status such as disk usage, system temperatures and powers in order to detect virtual system deterioration.

## No interruption for the system and network

Remote maintenance is performed remotely and quickly without any downtime or interruption on the Fukuda SecureCare System or network.

## Checking Virtual Interfaces

We check virtual machines statuses such as processing, security and the network operation to prevent accidental downtime and data loss.

## Minimized Access to the server

The remote maintenance is performed only on scheduled time.

## System Updates & Upgrades

With the perpetual license in parallel with the Fukuda Software Maintenance. All systems gain stable release updates and upgrades annual along with critical patches as needed.

The maintenance usually takes 30 minutes and extended as it needs without any interruptions on your system or network, and a result report with consumables exchange advice is provided after the maintenance.

# Requirements

In order to have the periodic remote maintenance, following things are needed:

- Ability to access the server remotely through the Internet by using SSH. Need to pass through firewall or VPN (PPTP/SSL) access.

- Ability to access the server diagnosis software (provided by server venders) in order to check the hardware status.

# Recommended Enviornment

We recommend the following environment for optimum problem solving.

- The network map of the hospital network, especially, the network around Fukuda SecureCare System and the gateway.

- System Administrator in the hospital or on-site support provided by the server vendors to replace failed hardware quickly.

- Descriptions of servers and any other networked devices to help to find a cause of a failure.