

**Healthcare Provider OCH Regional Medical Center Chooses
CCSS Solutions for their IBM System i Environment**

May 12, 2011 – CCSS, the developer of leading systems management solutions for IBM System i and Power Systems platforms, has been chosen by Oktibbeha County Hospital (d/b/a OCH Regional Medical Center) to maintain optimal performance and availability standards relied upon by the hospital's seven-county service area of Mississippi's Golden Triangle.

OCH prides itself on being a progressive rural hospital that invests in advancing medical technology. Since it was founded 35 years ago, OCH has built a solid reputation for high standards of patient care and with the help of its 670 employees, offers more than 12 medical specialties to serve approximately 26,000 annual visitors to their emergency room, approximately 30,000 outpatients, and approximately 3,000 inpatients. Behind the scenes, OCH operates an efficient all IBM environment that includes a model 8202 E4B, P7 (720) on which all the hospital's key applications are run. These essential applications are relied upon by more than 400 members of staff and include the hospital's electronic medical record application / CPOE and full hospital system – from pharmacy and laboratory, through to financials.

Chamath N Wijewardane, CITO/Director, Information Technology Services for OCH explains their former systems management solution lacked the flexibility and cost-efficiency that he required both immediately and in the long term, "We started to investigate other solutions that could help us maintain our 24/7 availability requirement and were flexible enough to meet the demands of our environment. We found the CCSS solutions to be an excellent match for our needs." A team of 4 people are able to maintain the rigorous system demands of the hospital by running CCSS's QSystem Monitor, the performance monitoring and reporting solution, and QMessage Monitor, the message management and escalation solution, on their IBM Power system.

Like many QSystem Monitor users, the team at OCH keeps a close eye on critical jobs that could impact their dependant user community or even affect availability if left unchecked. This is avoided by setting thresholds for these critical jobs which provides the team with an early warning system as to potentially escalating situations on the system. Used in conjunction with QMessage Monitor, any threshold that is breached will not only trigger an alert on QSM's Online Monitor but also send a message via any number of communication devices – in OCH's case, via email – to ensure that team members never miss an opportunity to resolve issues before they have a chance to grow or become more problematic.

As threats to the systems availability can originate in a problematic job – be it looping or consuming vast amounts of CPU, the team at OCH are particularly conscious of the impact

these situations can have on the daily operational needs of the hospital's critical applications. "Our EMR (Electronic Medical Records) access is an excellent example of just how integrated and dependant the hospital's core functional requirements are with the 24/7 availability we demand from the systems. In any event that compromises that availability the impact would be immediate on the smooth running of the hospital's administration. QSystem Monitor and QMessage Monitor allow us to not only keep on top of any issues but actually stay one step ahead – the value of that is tremendous to our organization. I'd say the CCSS solutions are the best I've ever seen I've been very impressed with CCSS – not just in terms of the products but also by the level of support offered. The software was easy to install. The technical resource assigned to our install/training was extremely knowledgeable about the product and was very helpful in setting up the solutions to meet our specific requirements. All in all, the customer experience has been very positive."

In addition to any system generated issues, the CCSS solutions help OCH to maintain their compliance to both internal and regulatory standards. Again, this type of compliance relies on careful monitoring for particular events and parameters that pose a risk if they are not addressed at an early stage. The team benefits from this early notification of a potential breach and has the necessary time to resolve any issues. The extensive filtering and automatic answering of routine messages feed into the pro-active approach to both the immediate needs of the system and the regulatory issues that are imposed on them. The small team at OCH is not burdened by an excessive number of messages but can spend their time more efficiently dealing with any critical issues that may arise on a day-to-day basis.

For more information on CCSS, QSystem Monitor and QMessage Monitor, please visit:

<http://www.ccssltd.com/products/>

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About CCSS

CCSS develops, supports and markets IBM i (on Power Systems & System i servers) performance monitoring and reporting, message management and remote management solutions. An Advanced IBM Business Partner, CCSS develops powerful solutions to support some of the world's most demanding IBM i environments across many industries including insurance, banking, pharmaceutical and manufacturing. Existing customers that rely on CCSS's feature-rich solutions include leading organizations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, and Siemens Healthcare.

CCSS is headquartered in Gillingham, Kent, UK with key regional headquarters in Raleigh, North Carolina, USA and Bonn, Germany together with a global agent network spanning Austria, Portugal, the Netherlands, Switzerland and Sweden.

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