

Vocera Care Experience

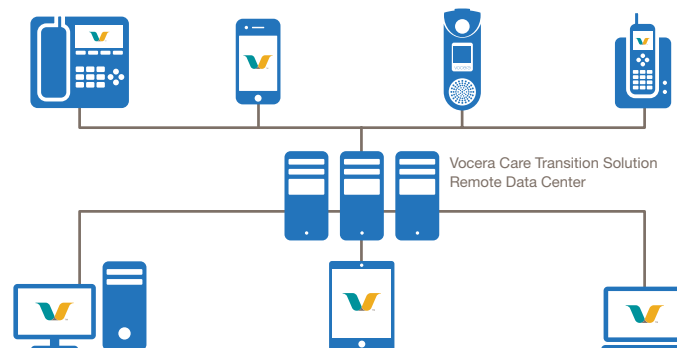
The Vocera Care Experience suite of solutions effectively standardizes, manages, and monitors patient communication and experience throughout the healthcare setting.

SaaS Solution

Vocera provides intuitive solutions that provide convenient, secure, and documented delivery of care transitions among nurses, care teams, physicians, and family members. Built for flexibility, security and efficiency, care transition solutions by Vocera provide actionable analytics and web-based monitoring to ensure standardization, competency, and quality of each patient hand-off enterprise-wide.

At the heart of every solution deployment is the centralized Software as a Service (SaaS) design, which provides a centralized, easy-to-access, secure process for sharing care transition information and other key patient directives to streamline and manage hand-off communication.

The SaaS model is easy to implement, simplifies IT deployment, and eliminates maintenance costs. This approach allows hospitals to scale as fast and as much as needed without replacing costly infrastructure or adding IT staff. SaaS architectures can scale indefinitely to meet customer demand, and applications are accessible from a multitude of devices including smartphones, wireless phones, tablets, and computers —any time, anywhere, encouraging use throughout the organization.



Technical Overview

The SaaS delivery model offers convenient, secure internet and phone access to all users. The Vocera software applications are hosted at a state-of-the-art “hardened” data center, reducing the need to maintain on-premise hardware and software.

Vocera Care Experience solutions handle all hardware and software sizing, provisioning, installation, and maintenance, making the system ready for immediate use by organizations of any size. Built-in system redundancies ensure high solution availability. Additionally, the SaaS architecture integrates securely with the hospital's admission, discharge, and transfer (ADT) system, providing caregivers with accurate and current patient information.

Remote Data Center

Redundancy

- Two Utility Company Substations with Underground Feeds
- Two CAT 300 Kva Flywheel UPS systems
- Two Cooling Loops—250 Tons Total—Redundant Pumps/Dry Coolers
- Fiber Telecommunication Rings

Security

- Prox Card Key Access
- Biometric Access Control
- Digital Camera Surveillance and Recording
- 24/7/365 Monitoring On-Site

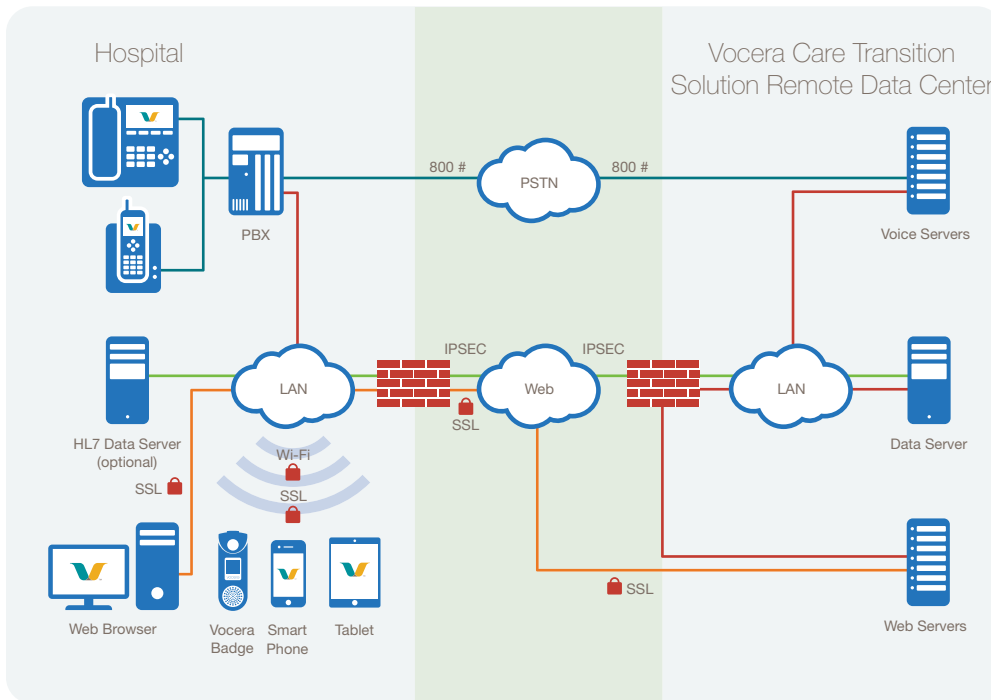
Reliability

- Operations at “Five Nines” of “Up Time” (99.999%)

Vocera Care Experience Solution

Security and Reliability

- Windows NTFS ACLs
- Complex System Server Passwords
- Full Disk Encryption
- Redundant Systems
- Hot Swap RAID Storage
- Stringent Firewall Rule (Port 443 only)
- End-to-End Session Encryption
- 2 Factor Voice Authorization



For More Information

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