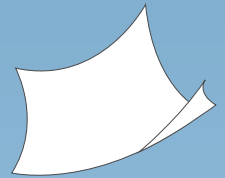


# Enhanced support and monitoring service for Docman Hub

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# Enhanced support and monitoring service for Docman Hub

Docman are excited to announce a new enhanced support and monitoring service for our existing Docman Hub customers to ensure all sent documents are being promptly collected and managed by the receiving GP Practices.

The purpose of this service is to reduce the workload of busy staff members in Provider Organisations in order to improve their efficiency and productivity. The service will also provide peace of mind to Providers that clinical documents are being delivered and processed in a timely manner.

The service enhances the existing auditability of the transfer of care process, ensuring the delivery process is fully optimised and that you are maximising the investment you have already made in your Docman Hub.

The service comprises two elements:

## Delivery Management



Trusts and other providers will no longer need to spend time liaising with individual Practices who have not collected sent documents within the targeted timescales.



Docman will pro-actively monitor all collections and contact Practices (by both telephone and email) to identify and resolve technical and non-technical reasons for delay. Docman will work to agreed SLAs in ensuring the Practice is called to discuss and resolve issues.



Docman will deal with all system rejections, notifying the Provider of what will require resending.



## Hub Platform Management

Docman will actively monitor the Docman Hub infrastructure to ensure reliable operation of the Hub application, this includes:

- o Database size monitoring
- o Disk space monitoring and archiving
- o Back-up monitoring

Docman will notify the Provider to resolve any of the above issues as they arise.

If you would like to learn more about this service please contact your Account Manager or call 01977 66 44 96 for further information.



01977 66 44 96



[www.docman.com](http://www.docman.com)



[sales@docman.com](mailto:sales@docman.com)