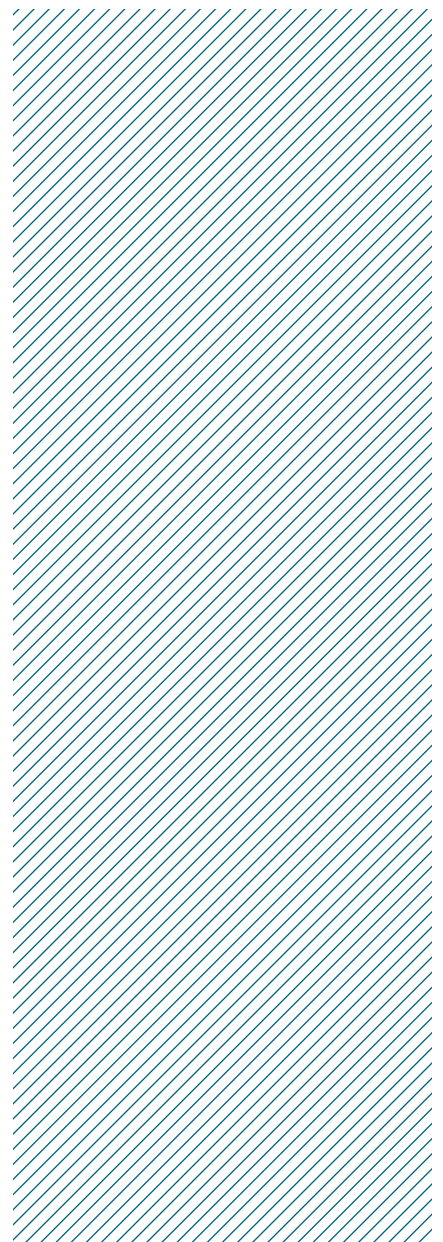


Case Study

# Elekta IntelliMax<sup>®</sup> Early Detection Prevents MOSAIQ<sup>®</sup> Disk Space Capacity Problems



# About Elekta

## IntelliMax

Elekta IntelliMax<sup>®</sup> is the software used to enable system availability and optimization as part of Elekta Care<sup>™</sup>. It provides capability for securely controlled remote access by the Elekta Care Support Center for corrective maintenance, extraction of data for planned maintenance and predictive support:\*

- System alert monitoring to bring services and processes back online before any clinical or operational impact
- Preventative and predictive maintenance for maximum system uptime
- Continuous monitoring of services and processes needed for MOSAIQ<sup>®</sup> to function correctly—and restart remotely if required
- Encrypted connections, including FIPS 140-2, to ensure information security

\*Connectivity and the benefits of Elekta IntelliMax requires IntelliMax Agent with restricted internet access to be installed and permanently connected to the relevant systems within the medical facility.

## The Challenge: Do hard drive capacity issues hamper MOSAIQ system availability?

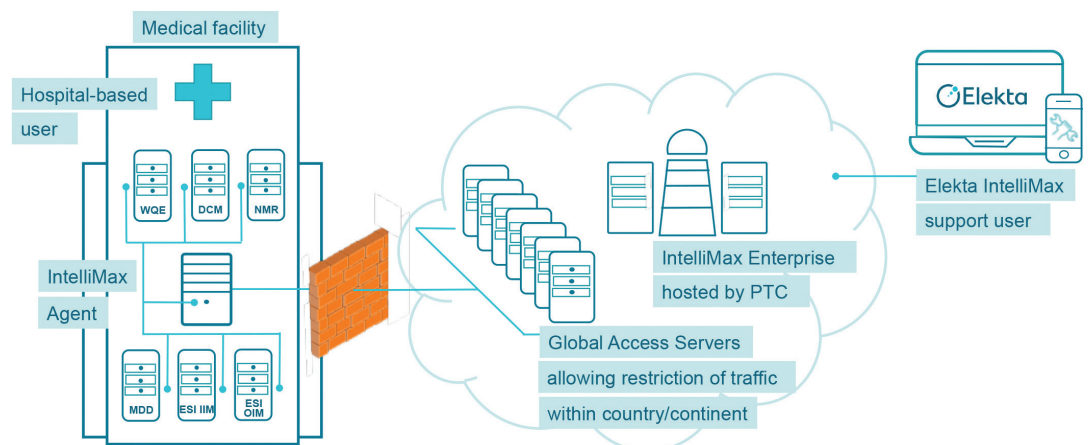
Yes, if a disk drive on one of the servers in the software suite fills up, it can have a variety of impacts on the clinic—from reference CT access for patient treatments to claims processing and billing. Elekta's MOSAIQ software serves as the oncology clinic backbone, supporting a wide range of clinical and administrative functions.

When a customer contacts Elekta Care because of a problem with MOSAIQ, customer support representatives work quickly to determine the failure source. Without predictive monitoring, however, the support person would likely need

to troubleshoot a variety of areas within MOSAIQ before pinpointing a disk capacity issue and resolving the problem. The potential consequences for customers are:

- Hard stop failure—stopping patient treatment in progress
- Clinical downtime—impacting patient scheduling and access to treatment
- Administrative downtime—affecting admin functions such as importing patient details into MOSAIQ and exporting insurance charges and billing

“If the primary disks fill up on the MOSAIQ application server or SQL server, it can knock out a clinic, grinding patient treatment functions to a halt,” says Sam Marafie, Elekta remote command center engineer.

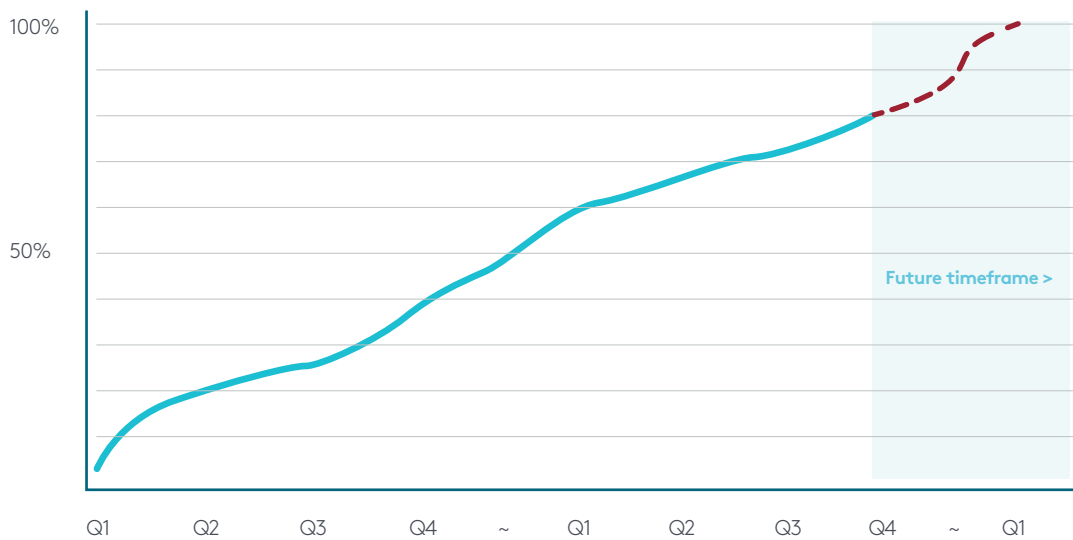


## Solution: Proactive hard drive storage monitoring prevents or minimizes clinical disruption

Using predictive algorithms, Elekta IntelliMax continuously monitors MOSAIQ disk drive usage data to anticipate when capacity will be reached. The disk space on all MOSAIQ servers is monitored, enabling an Elekta support representative to take proactive steps to increase storage before a problem occurs.

"IntelliMax for MOSAIQ allows us to identify at an early stage that a disk is getting full. We can then reach out to the customer to plan storage clean up, expand storage or migrate them to a larger disk," says Marafie. "We want to make sure we're planning that well in advance to minimize any clinical disruption."

### Application server disk space in use



**Figure 1.**

IntelliMax monitoring informs us when a customer's disk is nearing capacity, allowing preventative service before workflow becomes disrupted

## Proactive storage monitoring:

- Prevents or minimizes clinical downtime by proactively freeing up disk space or expanding Intel storage
- Identifies unusual disk space usage patterns and addresses the problem quickly
- Directs and secures a connection to customer servers, streamlining response time

“With IntelliMax, we’re responding to alarms and system health data in real time, generally before the customer understands there is a potential hard drive problem,” adds Marafie. “We’re aiming to bring them back to a working state before they’ve seen any administrative or clinical impact.”



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## The power of Elekta IntelliMax

Wherever possible, Elekta uses IntelliMax to monitor, diagnose and correct issues before they happen, to reduce unplanned downtime that disrupts patient care and treatment delivery. Secure remote access to customer hardware or software solutions allows Elekta to provide faster response times through remote investigation and diagnosis by experts, and to facilitate over-the-shoulder guidance.

When an event requires an on-site visit, remote access helps maximize efficient use of the engineer's time by diagnosing the issue in advance.

Elekta continues to expand IntelliMax functionality in existing products and add new products to help eliminate unplanned clinical downtime. We know how important every hour is to your patients, your team, your bottom line. What is an hour worth to you?

IntelliMax is available via Elekta Care maintenance agreements.





## To learn more about Elekta IntelliMax

For more information about IntelliMax or other ElektaCare offerings and benefits please visit [Elekta.com/elektacare](https://www.elekta.com/elektacare) or contact your local sales representative.



For almost five decades, Elekta has been a leader in precision radiation medicine.

Our nearly 4,000 employees worldwide are committed to ensuring everyone in the world with cancer has access to—and benefits from—more precise, personalized radiotherapy treatments.

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