

ScriptMon

Proactive System Monitoring by ScriptPro



ScriptPro Customer Service consistently delivers quality service to our customers. As part of our commitment to excellence, we developed 'ScriptMon,' a software agent deployed to customers' ScriptPro Robotic, SP Central Workflow, and SP Central Pharmacy Management Systems worldwide.

ScriptMon monitors critical services and processes on SP Central Servers, SP Central Clients (SP Datapoint, Notice Board XL, etc.), and Robot Computers, including all services and processes required for the software to be fully operational. Once enabled, it reports back to Customer Service with a 'heartbeat' message confirming system health. ScriptMon provides constant awareness of the remote connectivity status between our customers and ScriptPro Automated Update (AU) Servers. This monitoring ensures customers always receive the latest drug updates, applicable security patches, and other required system updates on time.

ScriptMon also monitors the status of hardware and ancillary utilities, such as IVR, cloud services, enterprise services, disk space, RAID health, and successful completion of nightly maintenance and database backup. If a monitored service or process fails to start properly or terminates unexpectedly, ScriptMon sends an email alert with pertinent details to ScriptPro Customer Service, which is available 24x7x365. A Service Request is automatically generated, ensuring prompt investigation and resolution of the issue.

ScriptMon actively monitors numerous processes and services, including:

- Primary system operations
 - SP Central services
 - Printing services
 - Claims processing*
 - Payment processing*
- Database backups
- Database performance
 - Page Life Expectancy (PLE)
 - Cache hit ratio
- Temperature
- Disk space health on primary servers
- RAID battery health
- SP Central Enterprise (ESH) health
- SP Central IVR Server status
- SP Central Remote Access Server status*
- SP Central Backup Server status
- SP Central Image Server status
- SP Central Test System Server status
- Standalone Robot Computer status
- Robotic error frequency
- Windows events
 - Blue screens
 - Dirty shutdowns
 - Disk controller failures

ScriptMon's active monitoring traffic utilizes fully secure site-to-site VPN tunnel featuring AES256 level encryption and terminating on the ScriptPro Customer Support network.

**Applies to SP Central Pharmacy Management System only*

Features and Benefits

- Proactively monitors critical services and processes on ScriptPro systems
- Automatically alerts ScriptPro when a service or process fails to start or terminates unexpectedly
- Utilizes fully secure site-to-site VPN tunnel featuring AES256 level encryption
- Prompts immediate investigation of a reported issue

About ScriptPro

We create innovative, seamlessly-integrated robotics and workflow systems that optimize pharmacy services. As patient care progresses from inpatient to outpatient and long-term care settings, the need for advanced systems to support medication therapy is evolving. Our solutions include strategic planning and financial management services that help health systems succeed in a dynamic and financially challenging environment.