

TM2 HOSTED SERVICE

YOUR QUESTIONS ANSWERED

WHAT IS THE TM2 HOSTED SERVICE?

The TM2 Hosted Service is Service provided by Blue Zinc IT allowing your TM2 Practice Management System database and storage to be held on a remote computer in a Blue Zinc IT approved Data Centre. You connect to your database using a secure connection over the internet and use TM2 as if it were in your office.

This means that no matter where you are located, providing you have the right software on your PC, you can connect to your TM2 database.

Your data is held securely and is backed up for you saving you time and worry about looking after your system.

It also means that if you have a support query, you can give permission to the TM2 technical support team to log into your database to speed up resolution.

The TM2 Hosted solution is ideal for multi-clinic businesses, people on the move (who like to work in the office and at home), or people who do not want the hassle of their own database server, looking after their system etc.

WHAT IS PERFORMANCE LIKE OVER THE INTERNET?

Many people are surprised when they first use the TM2 Hosted service as it seems just as quick as if they had a local server. Obviously there are factors which can affect this performance, such as the speed of your internet connection. This limits the speed for transferring large amounts of data or large files, such as images.

Our servers are hosted in a data centre connected to the Global Internet Backbone. This means they have the best and fastest direct connections to the internet, ensuring TM2 always runs at its best.

AM I LIMITED TO WHAT I CAN DO?

As far as using TM2 is concerned, No. You can use TM2 in the same way you would if it was installed locally. We do put limits on the amount of usage you have depending on your contract. This limits the data you can upload or download and the amount of disk space you have allocated to you. If you go over these limits we will contact you to modify your contract. Limits are set at a realistic level for average TM2 use so you shouldn't need to worry about your usage.

IS THERE ANYTHING INSTALLED ON MY PCS?

Yes. You have the TM2 application installed on your PCs as normal. The only difference is that you connect to your database over the internet instead of locally.

There is also a piece of security software on your PC which you need to run to make the connection to our secure database server. It's easy to install and ensures that your system cannot be accessed by anyone but you.

CAN I CONNECT TO MY DATABASE FROM ANY PC?

To run the full TM2 application, you must have TM2 installed on that PC. If you require access to your diary from any PC connected to the internet, please contact our sales staff about our TM2 Online product, which provides this facility.

WHO OWNS THE SERVER?

The server is owned and managed by Blue Zinc IT and is used to host many client systems. We partition the server so that every client has their own dedicated area, fully secure from any other client. We also make sure that you have enough disk space, computer memory and band width to run your system effectively.

IS THE HOSTED SERVICE SECURE?

Security is a key part of the TM2 Hosted Solution. Each of your PCs will have special certificate files which allow that PC to connect to our server. It is impossible to connect in any other way. This certificate and associated installation files mean that when you connect, we know who you are and what database to connect you to.

It is not possible for you to connect to another client's database, nor is it possible for them to connect to yours.

The connection is made using an encrypted Virtual Private Network. This means that even though your data is being sent over the internet, it is fully encrypted so that even if someone intercepted it, they could never understand it.

IS THE HOSTED SERVICE RELIABLE?

Our servers are hosted in a data centre in Belfast with the latest security and telecommunication links. The servers are high quality machines designed to run continuously 24 hours a day. Hardware and network problems are extremely rare, but they have built in failover in case of hard disk problems, and if a more serious problem arises the entire server can be changed to allow a continuation of service.

DO YOU GUARANTEE THE SERVICE?

Where there is a problem with the service which is under our control, we endeavour to have the problem fixed as soon as possible. We set a four working hour window for solving such problems with compensation for you if we do not meet that target.

Where a problem does arise we will always contact you to make you aware of the problem and when it will be resolved.

WHAT IF THE INTERNET FAILS?

If there is a break in the internet, then you will lose connection to your server. Modern telecommunications are very reliable so thankfully failures in internet connections are rare. You should always select a reliable internet service provider. It is more likely that you may have problems with your hardware, e.g. your router or modem. When you are relying on an internet connection for your business, you should have a contract to maintain and repair your hardware in case of failure. Contact TM2 support for more information of advice on setting up your business for internet access.

HOW ABOUT BACKUPS?

We take backups of your data once a day onto a special secure area on the server. This is then copied off site to a second secure location. For a small fee, you may request a copy of your backup data on optical media (CD or DVD).

WHAT IS THE MINIMUM LENGTH OF CONTRACT?

The minimum length of contract is 12 months after which you can cancel giving 30 days notice.

HOW MUCH DOES TM2 HOSTED COST?

There is an initial setup charge for TM2 Hosted followed by a monthly charge, based on the number of connections (PCs) you want to have with the server. Monthly charges are payable by direct debit. The TM2 Hosted service starts at £30/€45 per month.

WHAT HAPPENS WHEN I CANCEL MY CONTRACT?

At the end of your contract, for a small charge you can request a copy of your TM2 data. This will be in TM2 data format. You can change to having a local service if you wish and there will be a charge to transfer your data to your local server. You will have to purchase, or continue to lease the TM2 software to allow you to continue to use your data.

I USE TM2 IN MY CLINIC NOW, BUT WANT TO CHANGE TO TM2 HOSTED SERVICE. CAN I DO THIS?

Yes. There will be a setup charge for us to create your Client Area on the Server and restore your data ready for use, but other than that you can be up and running in a few days.