



AVANTA
MEDICAL INFORMATION SYSTEMS

FAX

May 07, 2003

S..L...O....W Server???

Is your office idle while you run reports, process insurance billing, and run statements? Are you having to wait while one job finishes before you can begin another? A new server offers the blazing speed and reliability of a new Intel® Pentium or Xeon processor along with many other new standard and optional features.

Computer technology advances significantly every year and the reliability of computer hardware also continues to improve. Though infrequent, the most common failures in servers continue to be the hard drive and power supply.

To ensure your practice is always up and running, all new Avanta Systems are sold with RAID. RAID is where an extra disk drive is installed in your system so you can continue operating on one disk if the other disk has failed. You have the option of also adding a redundant power supply, where an extra power supply is installed in your system so you can continue operating in the event one fails.

Please call Chip at Avanta if you have any questions regarding upgrading your old Avanta system.

Supply Order Form:

The Avanta website (www.avanta.com) contains a Supply Order form where you can order Statements, Forms, Envelopes, Toner Cartridges, Backup Tapes, etc. So next time you are running low, go to our website and click on Support.

★Avanta Client Profile★

The majority of Avanta Systems are installed across Southern California, but you may not know that we also have clients in Nevada and Guam. That's right, Guam, over 7000 miles away. How do we make it work? The 16 hour time difference means a few support calls are routed and answered through our 24/7 automated phone system. We also make an annual visit to update the system, refresh the staff on system features, and enjoy the sites and sounds of this Pacific Island.

Guam is presently an Unincorporated Territory of the United States. On August 1st 1950, the people of Guam were granted the right of civilian rule through the Organic Act of Guam. Guam, in comparison to most Pacific islands, is one of the most progressive and advanced communities in this part of the world. There is also one nonvoting representative to the U.S. House of Representatives.

The Island Eye Center in Guam was in need of a new practice management system, and through a professional association directory found our company listing. The process began with some diligent work on the Internet, and a thorough review of our website and host of detailed reports. After this research they concluded that the Avanta System fit their needs and contacted our staff via email. A deal was worked out over the phone and Chip and Ron flew to Guam in early 2000 to install the system and train the staff. Though they are half way around the world, Island Eye was able to use the Internet to their advantage and search out the best practice management system and support money can buy.

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Medical Applications Corporation - 30851 Agoura Road, Suite 107 - Agoura Hills, CA 91301
Phone: 818.706.9191 - Fax: 818.706.9181 - www.avanta.com