MatrixCare®
by **ResMed**

LPC|CLOUD
Frequently asked questions

Is the front-end the same as it is with Answers on Demand/MatrixCare?
Yes, the experience remains identical.

Is there a way to test before the migration takes place?
Yes, a copy of the environment is taken and uploaded to the cloud at the beginning of the migration process. A test environment is created using the uploaded data and provided to the client for review.

Does the LPC Cloud support all functionality, including POS? Full media including Med passing?
Yes, the LPC Cloud is capable of supporting all functionality performed on-site.

Does the LPC Cloud support RetailTracker/POS printing from iOS, like iPad?
Printing from RetailTracker/POS is supported from Windows tablets and iPads.

How does it affect our licensing of Pervasive, etc?
The LPC Cloud consolidates all of your user licenses into one, making it easy to manage upgrades and user count increases.

What is the process to update a test company?
A service request should be created for the test company to be refreshed for the cloud team.

How long is the typical timeline from a MatrixCare discovery call to a go-live with the LPC Cloud?
The time from the discovery call to go-live is 30 days on average.

Can you describe your backup plan?
Daily backups are performed. Additionally, a separate set of backups are uploaded to an offsite location on the West or East Coast.

How do you handle eMAR backups?
eMAR backups are uploaded to a secure FTP server and can be downloaded to any internal server with the use of an FTP client and provided credentials.

How is Microsoft licensing handled with regards to running reports to Excel?
Any existing Microsoft installation on the end user's local machine is not affected on the cloud. Excel documents created in the application can be saved locally to the end user's machine or opened for viewing purposes on the cloud.

Call 866.469.3766 to learn more — or visit matrixcare.com/LPC-Cloud