

# LodgeNetRX System Architecture



A Reliable, Scalable  
and Fully-Supported  
Solution

**LodgeNetRX**

INTERACTIVE PATIENT TELEVISION SYSTEM

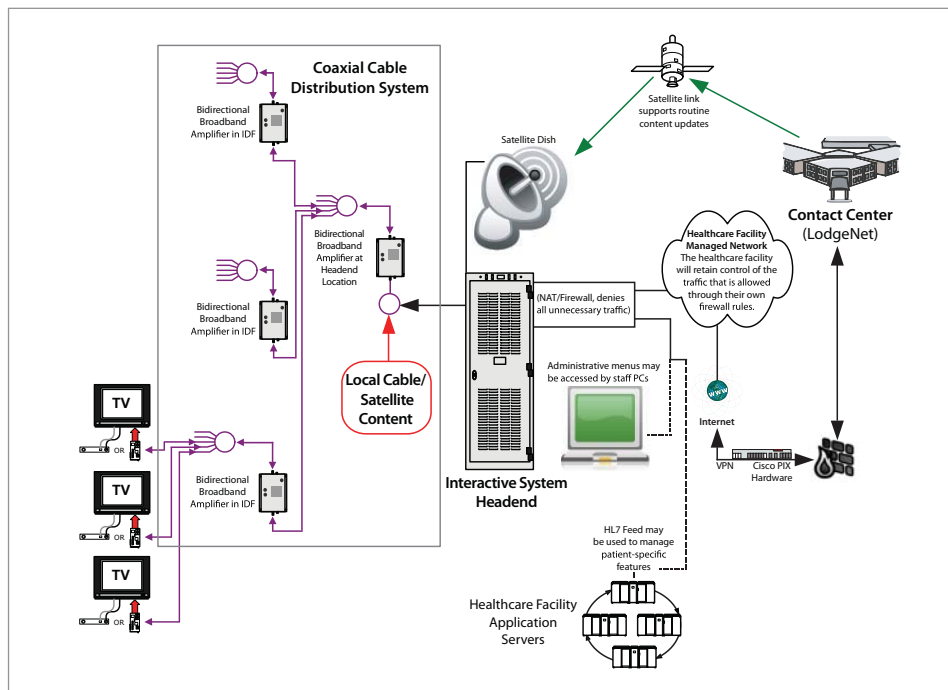
The LodgeNetRX™ Interactive Patient Television System is a patented\* headend based, two-way digital communication system that can utilize your existing coaxial cable (“coax”) infrastructure to efficiently and effectively distribute large amounts of video (and other entertainment and information) in a responsive, interactive environment – at whatever scale your facility or healthcare system requires.

## SYSTEM FEATURES AND ARCHITECTURE

- Unix operating system.
- Flash application development environment for interactive menus.
- Support for both “highlight and select” on-screen navigation and direct numeric input through the remote control or pillowspeaker.
- UL tested and approved as a total system for a better turn-key solution.
- Coax, fiber and IP (Internet Protocol) distribution systems.
- Proven scalability to more than 3,000 beds – both at initial installation and with facility expansion.
- IP, modem and satellite communication paths for system support and content management.
- Modular software architecture allows applications to be added or removed through XML file changes, without impacting the core architecture.
- Integration with compatible TV models for a clean, “boxless” in-room solution.
- Connectivity to hospital internal ADT network (optional, based on facility’s desired products and services).

\*LodgeNet owns several patents in the technologies used in our systems.

# system architecture



## SYSTEM REDUNDANCY AND DISASTER RECOVERY

- Unix operating system.
- RAID 5 redundancy in content servers.
- Dual operating system drives in all servers with full system backup.
- Controlled shutdown via UPS in the event of power issues.
- Secored implementation of hardware and software so issues will not impact the entire facility.
- Archiving of all critical assets through content management system:
  - Entertainment and patient education video content
  - Site specific marketing and branding assets
  - Site specific software configurations and product preferences
- Satellite connectivity to all locations for quick restoration of all software, video content, assets and configurations in the event of a complete system failure.
- More than 270 local field technicians and 180 fully trained service partners maintaining individual parts warehouses throughout the United States.

## PRO-ACTIVE SYSTEM MONITORING

- The installed system e-mails LodgeNet's 24x7 technical support center when critical system issues are detected in both hardware and software.
- Non-critical issues are queued for LodgeNet Field Service Technicians to address during preventative maintenance visits.
- System log files are retrieved nightly and processed through corporate data analysis applications to flag potential or developing issues.
- Issues are tracked through a formalized case management system in use across a base of more than 9,000 installations.

A Solution from



To learn more  
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