

BRT 
I.T. for Healthcare
Simplified



I.T. in Healthcare Simplified

BRT enables the healthcare sector of South East Asia to develop and navigate their IT infrastructure and digital needs. BRT helps and supports our clients to ensure the delivery of efficient and reliable “Point of Care”.

Through our knowledge of medical system integration and our tailored services, BRT provides the following:



A. Tailored Consultation (Step 1)

Core Competencies



B. System Infrastructure & Integration (Step 2)



C. Managed Healthcare IT Services (Step 3)



A. Tailored Consultation (Step 1)

At BRT we understand the clinical workflow and backbone of the healthcare system, using Health Level Seven (HL-7), we can provide valuable insights to healthcare providers that want to set-up a new healthcare facility or are looking for a competent IT provider to manage their existing centres.



“BRT helped with designing, installing and integrating the IT hardware & network connectivity for the clinic management system, modality, and PACS in my new Radiology Centre. They are proficient, experienced and professional. I highly recommend any medical providers who require help with the IT infrastructure to approach BRT for they have a strong record in the medical imaging field.

Dr Wong Siong Sung
Senior Consultant Cardiologist



“Our business comprises of 6 separate locations, having Alex and his IT engineers supporting us with their knowledge, professionalism and advice has greatly increase the efficiency of our hardware needs and operating systems. No hard selling at any time and will only recommend what is beneficial for our business needs. They are on call 24/7 and nothing is too much for them. Very reliable and prompt with time keeping. We are very pleased with the working relationship and will continue to do so. Well done and keep up the good work.

Miss Cindy Dowse
Senior Group Clinic Manager



B. System Infrastructure & Integration (Step 2)

Healthcare organisations need a secure, reliable and scalable IT infrastructure to support their business objectives, growth and clinical leadership. BRT's healthcare customers can rely on our experience to ensure that they are meeting their IT requirements with the following:

1

HARDWARE INFRASTRUCTURE

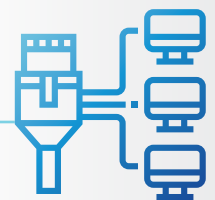
BRT have experience with IT system architecture designed to support all Clinic Management System (CMS), Hospital Information System (HIS), RIS/PACS - Imaging Radiology Software and Imaging Modality. The information system for a healthcare facility is best built around a Multi-tiered Client-Server Local Area Network (LAN) architecture. By this, it is meant that users enter and retrieve data using client computer by obtaining various application software from the Application server. The data is stored on the Storage server.



2

NETWORK INFRASTRUCTURE

Clinicians and patients rely on connected devices to give and receive care. This dependency on information makes the network one of the most important pieces of healthcare IT infrastructure. All the tiers are linked through a network consisting of cabling infrastructure capable of supporting data transfer, access point, gateway and routers to reduce network latency and increase reliability.



3

SECURITY INFRASTRUCTURE

Ransomware, Distributed Denial of Service (DDOS) Attacks, External Threats (Human), and Advanced Persistent Threats (APT) are a few of the key healthcare data security and healthcare IT infrastructure hazards. BRT have experience designing and implementing The Two Layers of Healthcare IT Infrastructure Security to protect Electronic Medical Records and Medical Images through Physical and Logical layers such as:

- a Next-Gen Unified Threat Management (UTM) is an all-encompassing tool that includes enterprise-class solutions like a firewall, antivirus, spam protection, and content filters.
- b State-of-the-art camera system and security systems monitor the 360-degree healthcare IT infrastructure layout.
- c AI Face Recognition & Temperature Screening System to mitigate the spread of infectious diseases.



4

DATA BACKUP & DISASTER RECOVERY INFRASTRUCTURE

Healthcare data backup and data recovery are critical components of every healthcare IT infrastructure. Without a management system in place, a disruption can destroy the reputation of a healthcare facility and cause great financial damage. BRT is certified Business Continuity Specialist (CITBCM) and experience in designing and implementing IT disaster recovery plan and deploying a full system for healthcare facility business continuity.



5

SYSTEM INTEGRATION

BRT have set-up and integrated IT systems and network infrastructure with Imaging Modality, Clinic Management System (CMS), RisPacs and Telerad using Health Level Seven (HL-7) for large radiology centers, day care surgery centers and specialist medical centers. We are the only company who has the knowledge of clinical workflow and backbone of Health IT infrastructure in Singapore.





C. Managed Healthcare IT Services (Step 3)

1



Dr Tech™

Your System, Our Care

DR TECH™

By outsourcing the management of your IT to us, your business can focus on your core offering without worrying about IT outages and productivity.

2



Dr Backup™

Your Data, Our Care

DR BACKUP™

By outsourcing the management of your data protection to us, your business can focus on your core offering without worrying about data lost and liability.

3



Dr Security™

Your Security, Our Care

DR SECURITY™

By outsourcing the management of your cyber security to us, your business can focus on your core offering without worrying about cyber threats and data breaches.

CLIENT TESTIMONIALS



“ BRT helped with designing and installing the IT infrastructure for our new day care surgery center. On top of that, Alex and his team were tasked to design and providing IT system integration with our new modality and clinic management system. They have a strong track record in the medical imaging field and understand our requirement. They are proficient and responsive. I highly recommend any healthcare providers to look for Alex who has deep knowledge in the healthcare IT infrastructure set-up for small or large medical enterprises.

Miss Fauziah
Group Clinic Manager



bringing pain relief closer to you

“ We are a medical group with GPs and specialists centers. Alex and his team of IT engineers managed our IT infrastructure proficiently and very responsive. Their 24 hours hotline give us the help we needed during emergency of our IT system. We are impressed and satisfied with their excellence services and grateful to have Alex and his team as our IT support.

Phick Suan
Group Financial Controller



“ BRT was involved in my clinic IT set up in March 2020 when we relocated. Their founder CEO Alex is responsive and helpful with his recommendations. Despite some unexpected IT issues which cropped up along the way their team members were able to resolve them in a timely manner. I would certainly recommend their IT services to future clients in the medical field given their experience and dedication.

Dr Kelvin Thia
Hope Gastroenterology and Liver Clinic



DR TECH™

24-HOURS MANAGED HEALTHCARE IT SERVICES

	LITE	FULL	COMPLEX
IT System Infrastructure			
10 computers and/or 1 servers	✓		
20 computers and/or 2 servers		✓	
30 computers and/or 3 servers			✓
All-In-One Printers and 1 flatbed and/or portable scanner	✓	✓	✓
Drug label printers and/or portable handheld scanners	✓	✓	✓
Anti-virus, network firewall and encryption devices	✓	✓	✓
Network attached storage (NAS) and/or backup software	✓	✓	✓
Disaster Recovery: Cloud backup & restore, High Availability (HA)		✓	✓
Server Management: AD/Domain Controller, VMware/Hyper-V, monitoring tools		✓	✓
Advance Networking: 1/10Gpbs network infrastructure, load balancing and HA			✓
Server Racking & Management: Patching, cable tracing, testing & tagging			✓
System Integration: CMS, HIS, RISPACS, Modality and Telerad			✓
IP telephony and/or key system		✓	✓
CCTV			✓
Door access system			✓
TV mounting			✓
Service Support Coverage			
Managed Services (8x5x4) unlimited support	✓		
Managed Services (24x7x4) unlimited support		✓	✓
Preventative Maintenance (bi-monthly)	✓	✓	✓
Daily Monitoring Services		✓	✓
Alert management and proactive rectification			✓
Service Level Agreement	✓	✓	✓
Manageability Coverage			
Service report upon job completion	✓	✓	✓
IT documentation: IT asset list, network diagram, and IT policy template.	✓	✓	✓
IT audit, briefing and tagging of the devices.		✓	✓
Project management: Third party software and hardware coordination and implementation			✓
Single and/or Group Practice Coverage			
1 clinic	✓	✓	✓
< 3 clinics		✓	✓
< 5 clinics			✓

DR TECH™

BENEFITS OF MANAGED SERVICES



24/7 TECHNICAL SUPPORT

Round-the-clock remote and onsite technical support for urgent services. We have on-call and standby engineers to assist you during an emergency after office hours or on weekends.



UNINTERRUPTED MONITORING

Sustained infrastructure maintenance and care, thus reducing downtime and maintaining business continuity.



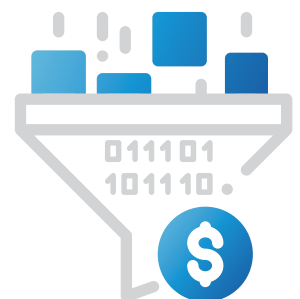
PROCESS REFINEMENT

We work with stakeholders to align IT technology, people, and process to increase greater productivity and capital gain.



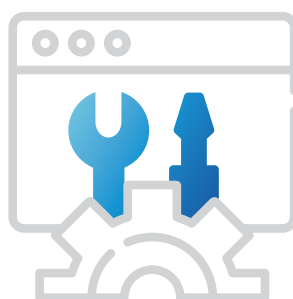
PROFESSIONAL & CERTIFIED ENGINEERS

Access to the expertise of the entire organization instead of one I.T. personnel's proficiency, without the need to re-familiarize due to personnel turnaround.



IT HIRE

In-house IT personnel hire/s is kept at zero, considering the fixed overhead cost and the unpredictable volume of work.



PREVENTATIVE MAINTENANCE

This preventative maintenance is done periodically and aims to ensure that your IT devices are running at an obtain optimal performance and reliability.



DR BACKUP™

MANAGED BACKUP & RECOVERY SERVICE

	LITE	FULL	COMPLEX
Backup Devices			
< 10 computers / 2 servers	✓		
< 20 computers / 3 servers		✓	
< 30 computers / 4 servers			✓
Service Support Coverage			
Local and network data backup	✓	✓	✓
Cloud backup storage 500GB	✓		
Cloud backup storage 1TB		✓	
Cloud backup storage 2TB			✓
Ransomware protection	✓	✓	✓
Managed Service (8x5x4) unlimited remote and onsite technical support	✓		✓
Managed Service (24x7x4) unlimited remote and onsite technical support		✓	✓
Disaster recovery testing (Once per year)*			✓
Standby hardware		✓	✓
Service level agreement	✓	✓	✓
Manageability Coverage			
Daily monitoring of back-up data	✓	✓	✓
Backup assessment report (Weekly)	✓	✓	✓
Email notification of back-up data status to user	✓	✓	✓



“BRT has been managing our clinic’s IT infrastructure. Alex and his team of Engineers are professional and responsive. I would certainly recommend their IT services to future clients in the medical field given their strong track record and experience.

Louie Morelos
Group Manager

DR BACKUP™

BENEFITS OF MANAGED SERVICES



CYBER BACKUP & SECURITY

The only Data Backup AI-powered solution, integrated with cybersecurity protection against malware, including filtering and automated backup scanning.



BACKUP AND RECOVERY

Fast and reliable recovery of your apps, systems, and data on any device, from any incident.



DISASTER RECOVERY

A turn-key solution that allows you to securely protect critical workloads and instantly recover your critical applications and data no matter what kind of disaster strikes with a flip of a switch.



CONTINUOUS BACKUP MONITORING

Alert backup failure and rectification in real-time.



DATA PROTECTION REPORTS AND MAP

Monitor the protection status of files with classification, instant backup status reporting, and unstructured data analytics.



FORENSIC BACKUP

Include valuable digital evidence in backups to simplify and speed up investigations.



DR SECURITY™

MANAGED SECURITY SERVICE

	LITE	FULL	COMPLEX
Security Features Set			
File, Email and Web Threat Protection	✓	✓	✓
Ransomware and Exploit Prevention	✓	✓	✓
Firewall	✓	✓	✓
Network Attack Blocker	✓	✓	✓
Vulnerability Assessment	✓	✓	✓
Mobile protection (iPhone, Android)	Per user device	Per user device	Per user device
Cloud Discovery	✓	✓	✓
Network Firewall Appliance		✓	✓
- Intrusion prevention system			
- Anti-spyware and anti-spam			
- DDoS prevention			
- Dual WAN for load balancing			
- VPN IPsec / SSL VPN			
- Content filtering			
Manageability Features			
Cloud Blocking		✓	✓
Security for Microsoft Office 365		✓	✓
Web Control		✓	✓
Device control (e.g. USB, CD ROM, External hard drive etc)		✓	✓
Encryption management		✓	✓
Patch management		✓	✓
Service Support Features			
8x5x4 Cyber Incident Response (Remote only)	✓		
8x5x4 Cyber Incident Response (Remote and Onsite)		✓	
24x7x4 Cyber Incident Response (Remote and Onsite)			✓
24hrs online monitoring	✓	✓	✓
Alert management and rectification	✓	✓	✓
Cybersecurity analysis reports	✓	✓	✓
Service Level Agreement	✓	✓	✓
Number of Devices			
< 10 computers	✓		
< 20 computers		✓	
< 30 computers			✓

DR SECURITY™

BENEFITS OF MANAGED SERVICES



SINGLE SECURITY SOLUTION FOR ALL IT SECURITY NEEDS

All you need to protect Windows desktops and file servers, Mac OS devices, iOS and Android mobiles and even Microsoft Office 365.



CONTINUOUS SECURITY MONITORING

Alert security failure and rectification in real-time hardness prevention against cyber-attack.



CLOUD-BASED CONSOLE

Secure geographically separated offices, home or field-based workers, at their desks or on the go regardless of device type.



PATCH MANAGEMENT

Patch management and system hardening ensure a seamless application experience that is free from vulnerabilities and cyber-attack.



TAKE CONTROL OF THE CLOUD

Block user access to unnecessary or unauthorized cloud resources, keeping your data secure and your colleagues focused and productive.

CLIENT TESTIMONIALS



“ BRT assist us with setting up the IT infrastructure for our new centre. They understand our requirement immediately for the fact that they have strong track records in the healthcare sectors. Alex and his team of IT engineers are proficient and professional. I would like to highly recommend any clinics who need IT services to look for BRT.

Mrs. Lau Eu Ching
General Manager



“ BRT helped with designing, installing an integrating the IT hardware & network connectivity for the clinic management system, modality, and PACS in my new Radiology Centre. They are proficient, experienced and professional. I highly recommend any medical providers who require help with the IT infrastructure to approach BRT for they have a strong record in the medical imaging field.

Dr Wong Siong Sung
Senior Consultant Cardiologist



“ BRT is always responsive to any questions we have and keep the IT infrastructure of our center running smoothly. We highly recommend their IT services to any healthcare provider.

Miss Ting Ting
Senior Clinic Manager



“ Our dental operation comprises of 11 separate locations. BRT helps to manage our IT infrastructure. They are proficient and responsive. I highly recommend any dental providers who require help with their IT infrastructure to approach BRT for help.

Rebecca Tan
Chief Operations Officer



“ Good reliable IT support is what every business big or small needs. BRT with a dedicated team of young eager hardware engineers are always available to provide this service with a smile.

Dr. Hii Hoi Chin
Obstetrician and Gynecologist



“ BRT helps to manage the IT infrastructure for my clinic. They are proficient and responsive. Those who require help with their IT infrastructure can consider approaching BRT.

Dr Ng

PARTNER TESTIMONIALS



“ We have been working with BRT on several projects for medical imaging clients. Alex and his team are responsible and professional. We are very happy to partner with them.

Ken Tong
Senior Business Development & Service
Manager



“ BRT is a proficient in designing and implementing IT infrastructure for healthcare facility. We are delighted to collaborate with them on technology and digitization for the future of healthcare.

Ching-Tse Tseng
Founder CEO



“ We have been working with BRT on many projects for small and large radiology and x-ray centers. They have the experienced in IT infrastructure design and implementation for healthcare facility. We are happy to partner with them.

Lim Hwee Ke
Presale and Support Engineer



“ We have been working with BRT on many IT projects for specialists, dentistry and general practice. Alex and his team are proficient in IT for healthcare and professional. We are very happy to partner with them.

Musa Chng
Sales and Business Development Director



“ BRT has been a great help so far in all our request for quotes pertaining to IT Hardware/Software. Their knowledge, especially in clinical/hospital setups, has greatly benefited us compared to the rest of the IT vendors due to their lack of integration related experience in the healthcare industries.

Benjamin Goh
Project and Procurement



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