



Dear Valued RevolutionEHR Customer,

Please allow me to provide the latest update in our series of informational messages about RevolutionEHR access and uptime. Recent updates from our Director of Customer Support, Tracy Steenis, and our Chief Operating Officer, Paul Hartge, have provided a transparent view into our operational assessments and technical efforts to reduce the frequency and duration of access outages experienced by many of our customers in five instances this month.

Our goal in all of these updates is complete education. We have always passed along a sincere sense of appreciation for the frustration you feel, and an understanding of the business disruption that you experience. After the experience yesterday that lasted from approximately 3:10 pm to 3:30 pm, I offer another message of apology for any inconvenience you experienced.

The January experiences are related to software processes that run for a long time, such as reports, which stress the servers. Eventually the servers experience enough of a traffic jam that the database connections become slowed to a point where users cannot remain connected. From that point, the other servers that are trying to connect to the database get caught and a cycle of failures occurs. Our technology team monitors this carefully and has been making the decision to perform a reset of the necessary parts of the ecosystem, which brings back a normal status.

Our ongoing focus is to assess these software processes, the hardware needs to perform them, and any possible optimization steps necessary to protect against them in the future. This has been and remains to be the complete focus of our technical team.

Today we have captured some of the most commonly asked questions, because we can reasonably assume that many customers are thinking along the lines of these:

**Q: Doesn't the fix just come from buying a new server?**

A: RevolutionEHR doesn't run on one server but instead on many servers that each performs different actions. This is not a problem with any one machine, as might happen in an in-office server system, but instead with how the software is interacting between the servers.

**Q: Why don't you just move to a different data center?**

A: The data center that we use is not the source of these disruptions. In reality, they are a stabilizing force as they provide RevolutionEHR technical experts with keen insight and assistance in expanding our technology ecosystem to best serve our users.

**Q: Why does INSIGHT say 99.99% uptime?**

A: The majority of minutes in a month show completely normal accessibility, and this statistic is important for us to define over the long term. But we understand that the negative impact of the 0.01% episodes can be substantive.



**Q: We are having challenges explaining this to our patients... are you listening to us?**

A: From my practice to yours, reduction in access to cloud-based software has an impact on the ultimate customer... the patient. The feedback from customers in these instances comes quickly and with great emotion. We are here to listen and accept your critiques, and given our many access points you can be sure that we are completely aware of every issue, sometimes even before a single customer has begun to feel the impact.

**Q: Can't you just solve this problem?**

A: The ambition of a cloud-based software company is top-notch service so as to retain customers with high levels of satisfaction. Technology issues are often like diagnosing glaucoma, requiring a multitude of assessment tools and an aggregation of data to lead to the proper detection and treatment. If we could just pay for a fix, we would do that immediately.

Here is what we have done as of Monday night:

- Added 3 new application servers in attempt to further distribute the load
- Modifying server configuration to increase traffic capacity

Then, in the immediate future we will be:

- Implementing non-IP session persistence reducing risk of access issues for all users at a location
- Modifying processes on data searches
- Initiating a recently devised plan to perform more server clustering to improve server response time

In conclusion, please accept this lengthy document as a reflection of our understanding of the importance of this matter. You chose cloud-based computing to operate your business for the simplicity that it can provide. We are responsible for keeping IT challenges to a minimum.

Thank you for reading our comments, and feel free to email me directly with any thoughts you may have at [sjens@revolutionehr.com](mailto:sjens@revolutionehr.com).

Sincerely,  
Scott

Scott Jens  
CEO, RevolutionEHR