

# INGENIX® CareTracker

## Web-based vs Client/Server Comparison



Feature	Client/Server	Web-based	Advantage/Benefit
Computer Servers (multiple)	Yes, 3 or 4 required	None required	A web-based system saves \$30–\$100K on the initial cost and \$2–6K per year in service fees.
Third-Party Software Licenses	Yes, for Microsoft® SQL and clinical features such as ePrescribing, reference library, and others.	Included	With a web-based system, your third-party licenses are included with your monthly fee, and we keep them current and active for you.
IT staff	Recommended to have your own or contract the services out.	Not required	An IT expert might cost a minimum of \$65K per year or a service contract and an outside vendor could cost \$10–\$30K per year. Web-based systems do not require IT support.
Workstation Equipment	In order to work reliably, all workstations need to be on the same release or version of the application software and meet certain specifications	Standard Web browser is required for workstations	Web-based systems save time and money. You can purchase equipment that gives you the best price performance; manufacturer and model aren't important. Upgrades to the application program do not effect the workstation connectivity and performance.
Flexibility	Long-term commitment, on average 5–7 years.	Annual commitment	You own your data and can switch web-based vendors at the end of the contract if your current vendor is not performing up to your expectations.
Using the Latest Features	Yes, but only if you keep your servers loaded with the most current release and perform your scheduled server upgrades.	Yes	Your web-based vendor keeps all clients up-to-date with the most current release, eliminating downtime for software updates.
Data Backup/ Recovery	Yes, data backup is usually performed on the last business day. Recovery is possible if you have a good backup tape from the previous day.	Total redundancy of data	The web-based system backs up all data and keeps duplicate data sets in multiple locations to facilitate the best data security possible. Data is replicated in real-time for instant availability.
EDI: Claims and Eligibility	You pay for claims, remittances, and eligibility.	Included	Savings on a web-based system can range from hundreds to thousands of dollars per month.
Data Lines and Communications	You'll need a virtual private network (VPN) to communicate with your remote offices and/or from home.	Not required	The Client/ Server system requires data lines between offices and the use of Citrix, Terminal services, and VPN software from home, adding significant expense to your network.
Operational Simplification	Required application software must be loaded on workstations and can conflict with previously installed programs.	No software is downloaded.	The Client/ Server system requires downloading multiple programs onto the workstation and creates potential conflicts with other programs. A web-based system does not need software downloads.
Resource Consolidation	Each system needs to have all interfaces and data links implemented to their servers	All connections run to single location.	A medical office requires constant monitoring all of the data connections on multiple systems. With a web-based system, all data links are connected at the same location to increase your reliability.
Electric, Insurance, and Finance	Each server, router, and onsite battery backup unit will require electricity. Three servers usually cost \$400 per month. There are also equipment insurance and finance fees.	No extra electricity or insurance costs	Depending on your local energy rates, a Client/Server system might cost an extra \$350 to \$500 per month in electric fees. Insurance may cost \$30–50 per month to cover all the central servers for thief, fire, and flood damage. These fees are not necessary with a web-based system.
Implementation Costs	Typically \$20,000–\$60,000 based upon practice size.	Usually less than \$10,000.	A Client/Server system requires more onsite set-up than a web-based system for hardware implementation, template building, and loading client programs on workstations. Billed separately, travel costs for IT staff are extra. Onsite training rates range from \$100–\$225 per hour plus expenses; Ingenix charges \$100 per hour.
<b>Value.</b>	<b>Low performance compared to investment.</b>	<b>Great value for investment.</b>	<b>In today's highly competitive health care market, web-based systems provide the most value for your money. Being connected with the most up-to-date software means you can provide the best patient care while keeping your overhead low.</b>