



## Customer Relationship Management

### Infrastructure Requirements

<b>Configuration for up to 10 health care communities/organizations</b> <b>Recommended Minimum Requirements</b>	
<b>Database</b>	Microsoft SQL 2005/2008 Standard or Enterprise Edition
<b>Operating System</b>	Windows 2003/2008 Server Standard , Enterprise or Datacenter (with latest service packs)
<b>Processor</b>	Pentium 4 processor (or higher) 2.4GhZ (or higher) single-core 1.8GHz dual-core single processor  <i>Note: Multiple processors are recommended</i>
<b>Memory</b>	Minimum of 4 GB RAM  <i>Note: Configuration is necessary for over 2GB RAM</i>  SQL Server 2005/2008 Standard can be <u>configured</u> to use up to 4GB of RAM SQL Server 2005/2008 Enterprise can be <u>configured</u> to use up to 64 GB of RAM
<b>Hard Disk</b>	60+ GB hard disk space (or more based on the size of your database)  <i>Note: A separate hard drive for transaction logs allows for better performance</i>
<b>Server Software</b>	Internet Information Services (IIS) with SMTP installed
<b>Client Software</b>	Internet Explorer 7.0 + (with latest service pack) Microsoft Office 2000 (or higher)
<b>Other</b>	Printer for reports (or printer driver to preview reports) Network and connection with TCP/IP network protocol Tape backup device Backup device Uninterruptible Power Supply (UPS)

**Note:** The operating system and SQL Server need to be licensed appropriately according to Microsoft specifications