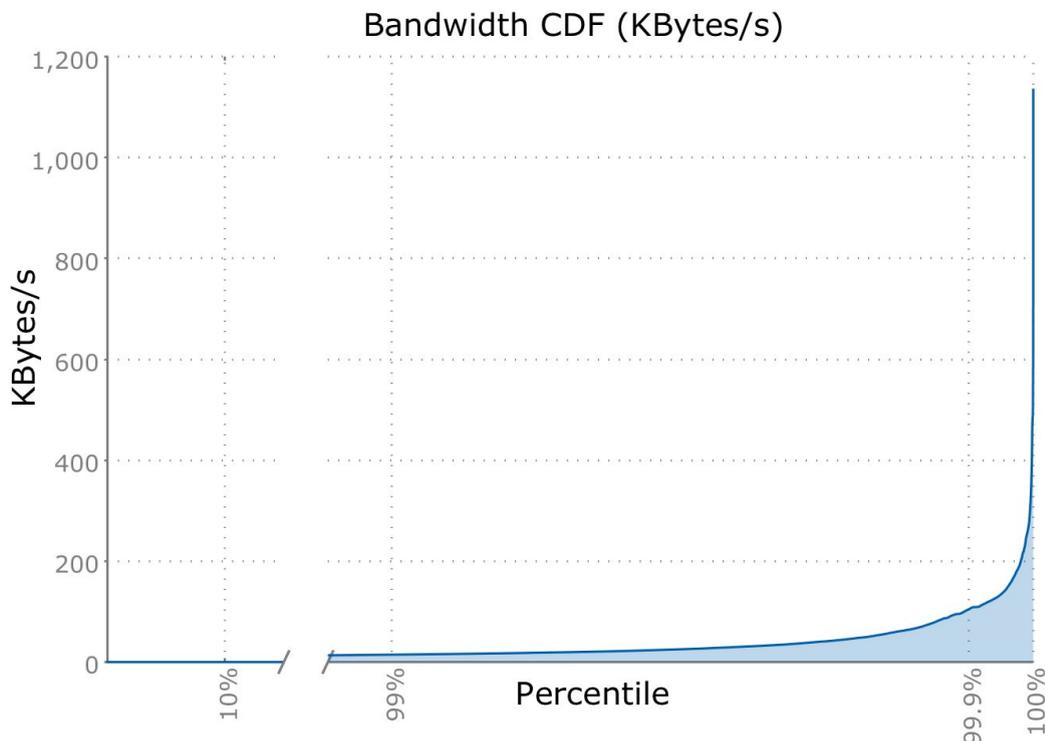# Appointment Connector

Service Level and Reliability

Network bandwidth

The Appointment Connector collects appointment availability data from your practice management software (PMS) in order to synchronise available appointments between HealthEngine and your PMS.

An analysis of network traffic reveals peaks occurring during re-synchronisation of appointment books, of which 99% of clients experience nominal bandwidth conditions at all time. Excessive peak bandwidth reflects the largest clients, comprising of hundreds of locations.

Bandwidth CDF (KBytes/s)

Percentile	Peak Bandwidth (Kbytes/s)
90%	0.59244
99%	14.614
99.9%	105.181
99.99%	252.213
99.999%	484.506

If you have any questions about our data policies, please do not hesitate to contact us via e-mail at info@healthengine.com.au or call us on 1300 377 639.