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The Challenge: Network Slowdowns Effect Eligibility Inquiries, Impacting Patient Care
While the maxim “first, do no harm” may have been intended primarily for doctors, its guiding principle clearly applies to IT as well, as they serve a critical role in supporting the healthcare system. As Guardians of the Connected World™, IT is responsible for ensuring the highest quality of network and application performance.

For this U.S.-based healthcare insurance provider, significant network slowdowns were adversely impacting application services used by providers for 270/271 patient eligibility inquiries. As a result of these slowdowns, doctors and hospitals were unable to determine in a timely manner whether or not prescribed treatments were covered by insurance. In addition to impacting patient care, these delays also put the insurer at risk for service level agreement (SLA) violations. IT was faced with the challenge of identifying the root cause of network slowdowns in order to rapidly triage and improve mean time to repair (MTTR).

The Solution: nGeniusONE Pinpoints Root Cause of Network Issues
In order to tackle its network and application issues, the insurer’s IT team worked with long-term technology partner, NETSCOUT™, to pinpoint the root cause of infrastructure slowdowns. The nGeniusONE™ Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology and InfiniStream® appliances offer critical traffic-based intelligence into service performance across primary and secondary data center locations, as well as at a new co-location that is currently being brought online.

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