

# U.S.-based Teaching Hospital Turns to NETSCOUT for Service Assurance in New Data Centers

## nGeniusONE Service Assurance Platform Helps Improve Availability and Performance of EMR and PHR Applications

### OVERVIEW

#### Business Challenge

- Network issues, such as slow logins, application freezes, and system bottlenecks, left clinicians wasting time, putting patient health at risk
- A lack of real-time views of the network, applications, and the unified communications (UC) environment resulted in high War Room cycle times and ineffective service triage
- Massive data center restructuring required more proactive visibility into remote sites

#### NETSCOUT Solution

- nGeniusONE® delivers pervasive visibility across remote data centers, extracting application and network performance metrics
- Single solution provides advanced, integrated architecture for Performance Management, Packet and NetFlow capture and Packet Flow Switch technology
- Scalability, resiliency, remote office visibility and management ensure support of quality patient care as reliance on patient-based IT continues to grow across the patient care continuum

#### Business Value

- User-friendly nGeniusONE interface provides access to integrated Service Dashboards, Service Monitors, Traffic Monitors, and Packet Forensic tools that enable transition to proactive performance management
- Capabilities and scale needed to analyze network traffic generated by thousands of users, employing hundreds of applications, with millions of transactions
- Always-on monitoring of EMR and the tethered PHR applications deployed in support of all clinical encounters
- Improves delivery of services to users and reduces the number of War Rooms, enabling IT to triage issues faster, reducing MTTR



#### Customer Profile

This Western U.S. teaching hospital is nationally ranked, providing first-class healthcare to patients, while offering a critical learning experience for doctors and nurses. The hospital has tens of thousands of faculty, residents, students, and staff – all of whom rely on access to multi-tiered physical and virtual data centers for vital caregiver services.

#### Business Challenge

For this major teaching hospital, access to electronic medical records (EMR), imaging and related services is critical to the administration of quality patient care and the operations of the provider's various remote locations. The extensive reliance on the hospital's data center meant common network issues, such as slow logins, application freezes, and system bottlenecks, left clinicians wasting time and putting patient health at risk.

A lack of real-time views of the network, applications, and the unified communications (UC) environment resulted in high War Room cycle times and ineffective service triage efforts. IT recognized the need for always-on monitoring of Electronic Health Record (EHR) and tethered Personal Health Record (PHR) applications deployed in support of all clinical encounters (e.g. inpatient, Emergency Department, ambulatory, and home health). As a result, IT engaged in a massive data center restructuring to meet the hospital's growing needs, as well as implementing a centralized Citrix service assurance solution for preventative care. In addition, the client implemented a diagnostic tool for managing data centers remotely to ensure caregivers could access the EMR for optimized availability.

## NETSCOUT Solution

To achieve pervasive visibility across the hospital's remote data centers, IT turned to NETSCOUT®. The nGeniusONE Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology, [with nGenius® for Flows, InfiniStream® appliances and nGenius packet flow switches] allows IT to extract application and network performance metrics, then identify, isolate and mitigate issues quickly.

## NETSCOUT Solution in Action

The nGeniusONE platform delivers a single view into the performance and health of all servers, services, applications, and networks, empowering the Healthcare's IT operators to quickly pinpoint and resolve problems. NETSCOUT provides a one-stop solution with an advanced, integrated architecture for service assurance, performance management, wire traffic and NetFlow analysis without the need for middleware that complicates solution implementation and support.

Of critical importance, the NETSCOUT solution is ideally suited to support the newly restructured data center, providing scalability, resiliency, remote office visibility, and centralized management capabilities. IT is now able to monitor and troubleshoot the EMR application, and ensure hospital personnel can update patient records and deliver a quality patient experience. In addition, the nGeniusONE for UC solution leverages advanced UC media analytics software to provide deeper insights into voice and video media performance. This is especially important as patient-based IT in healthcare continues to grow across the patient care continuum.

## Business Value

For the IT team at this major healthcare provider, the NETSCOUT solution has been a game-changer. The user-friendly nGeniusONE interface provides access to integrated Service Dashboards, Service Monitors, Traffic Monitors, and Packet Forensic tools that enable a transition to proactive Performance Management. NETSCOUT delivered the capabilities and scale needed to analyze network traffic generated by thousands of users, employing hundreds of applications, with millions of transactions.

As a result, IT gained enhanced visibility into application, network, and UC environments, as well as improved always-on performance monitoring of EMR and the tethered Personal Health Record (PHR) applications deployed in support of all clinical encounters. The NETSCOUT solution dramatically improves delivery of services to users and reduces the number of War Rooms and enabling IT to triage issues faster, ultimately reducing mean-time-to-repair (MTTR).



### Corporate Headquarters

NETSCOUT Systems, Inc.  
Westford, MA 01886-4105  
Phone: +1 978-614-4000  
[www.netscout.com](http://www.netscout.com)

### Sales Information

Toll Free US: 800-309-4804  
(International numbers below)

### Product Support

Toll Free US: 888-357-7667  
(International numbers below)

NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: [www.netscout.com/company/contact-us-2/](http://www.netscout.com/company/contact-us-2/)