

Hospital Lowers MTTR With Use of NETSCOUT Visibility as a Service

Accelerates value of their investment in NETSCOUT Network and Application Service Assurance

HIGHLIGHTS

The Challenge

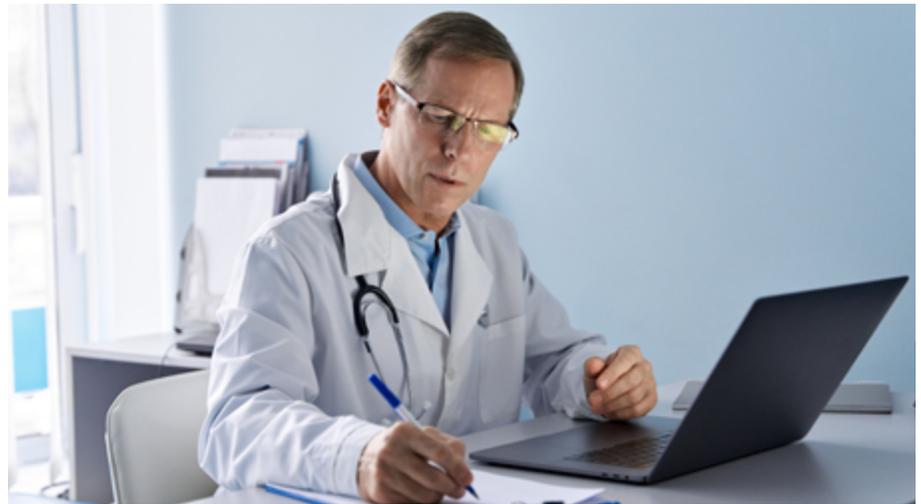
- As they were building a new data center, IT recognized need for network performance and application assurance visibility
- Team was experiencing resource contention with new data center demands and also required for 24 x 7 performance assurance support

The Solution

- nGeniusONE® Service Assurance platform with InfiniStreamNG™ COTS Certified appliances
- nGenius PFOS for Certified Packet Flow Switches
- NETSCOUT® Visibility as a Service managed service

The Results

- Achieve a quick time to value from their new NETSCOUT implementation, helping ensure network staff productivity and lower MTTR
 - Expanded performance assurance coverage to 24 x 7 for this hospital that never sleeps
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Customer Profile

This hospital network had gone through significant changes over the last decade, from organic patient growth and strategic mergers and acquisitions. There are thousands of physicians, nurses, and staff administering care to hundreds of thousands of inpatient, outpatient, and emergency room patients every year. With more than a dozen hospitals and a hundred medical facilities, this hospital network is one of the largest in its region and essential to the health care of its community.

The hospital's IT team is dedicated to delivering network, application, security, and performance tools that support these healthcare professionals.

The Challenge

The network engineering and operations team at this hospital network has one goal in mind - swift, safe, secure, and efficient delivery of patient care services. This is a 24 hour a day, 7 day a week operation. There is no "off" when it comes to patient care.

The IT organization had a lot on its plate with a new data center coming online and moving critical patient-impacting services over to the new environment. With their decision to deploy the NETSCOUT nGeniusONE Service Assurance solution for proactive network and application performance management, the network director and engineering senior manager needed to implement the solution quickly to ensure before, during, and after application migrations to the new data center were operating efficiently. If issues developed with these migrations and cut-overs, they were depending on information provided from the nGeniusONE solution to quickly pinpoint the problem and restore quality service to the hospital staff.

With these goals in mind, the network director engaged NETSCOUT's Visibility as a Service (VaaS) managed services team to initially help install, configure, and operate the nGeniusONE deployment. In addition to ensuring quick time to execute proactive monitoring of the performance of the enterprise environment, the VaaS team was able to expand IT's network operations coverage beyond its current daytime hours, to provide round the clock coverage for times when hospital IT staff was not scheduled.

Solution in Action

NETSCOUT Visibility as a Service (VaaS) is a managed service for NETSCOUT application and network monitoring solutions. With well-trained, highly experienced engineering experts providing the support, organizations like the hospital can utilize their expertise where and when it is needed. The VaaS experts work alongside the customer team to provide proactive monitoring knowledge, and actionable insights to ensure issues with their IT environment's performance does not impact patient care and effect operational efficiency.

As part of the hospital's initial deployment plan for the nGeniusONE solution, the VaaS organization collaborated with the network and engineering teams to deliver the following support:

- Updated existing nGeniusONE to appropriate release level
- Helped install InfiniStreamNG appliances, series 9800 and 2795 models and several certified nGenius 5000 series Packet Flow Switches in strategic locations
- Configured nGeniusONE monitoring, dashboards, and workflows for key clinical hospital applications including Epic electronic medical records (EMR), DICOM imaging and radiology services, medication dispensing and management system, and their mobile communications service, as well as their business applications, such as, Citrix, Microsoft Office 365, Zoom, Microsoft Teams and DNS services.

With these steps completed, the VaaS team continues to work as an extension of the hospital's network team to proactively monitor their environment using their NETSCOUT solution. As it related to application monitoring and performance, VaaS has provided recent expert insights and best practices recommendations for further evaluation of:

- Epic EMR for a location with higher response times compared to other sites
- Citrix services for a few locations experiencing higher response times than others while also tracking a few other locations with unusually low transaction volumes
- DNS service to investigate high "Domain name does not exist" errors from identified servers
- MOS score analysis for the hospital's voice, video, and mobile communications services to maintain normal service quality for their executive team and medical practitioners

The Results

The partnership between the network team and NETSCOUT's VaaS support organization has ensured a quick time to value for the new visibility solution with swift implementation, configuration, and operation in the hospital's environment. This is benefiting the hospital in a variety of critical ways. The collaboration is helping to lower MTTR in troubleshooting problems when they occur throughout the new data center, their distributed hospitals, and medical buildings. The security and applications teams are also relying on the insights provided by the NETSCOUT solution to help ensure the optimal performance and security of their environment.

NETSCOUT's VaaS team is willing to "jump on an incident call anytime and help us out. I feel very confident with their abilities since they are familiar with the nGeniusONE solution and I feel that they can help out our customers and vendors."
Hospital Director, Network Engineer

The collaboration with the VaaS organization has brought skills and best-practices expertise to the network team that help ensure availability and performance of critical application services, which ultimately is improving productivity for their high-value medical staff. Furthermore, the members of the network organization, responsible for performance assurance of this hospital enterprise, now has peace of mind that when they go home at night, the applications and services being used by their doctors and patients are being proactively monitored by the experts from the NETSCOUT VaaS team.

LEARN MORE

For more information about NETSCOUT VaaS solutions for Healthcare organizations, please visit

netscout.com/solutions/netscout-visibility/healthcare



Corporate Headquarters

NETSCOUT Systems, Inc.
 Westford, MA 01886-4105
 Phone: +1 978-614-4000
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)

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