Virtana | Case Study

Large West-Coast Healthcare Provider reduces trouble tickets by 80% and captures 50% cost savings

ABOUT

Industry
Healthcare

OBJECTIVE

Resolve numerous challenges that were making it difficult to ensure performance and availability of critical patient data and systems.

RESULTS

Reduced trouble tickets by up to 80%, captured 50% cost savings, and unified a disparate multi-vendor management team.

Healthcare IT Is Mission-Critical

Healthcare organizations depend on real-time data to make lifesaving decisions. Healthcare IT organizations bear the responsibility of ensuring that the right people have the right information when they need it.

This requires guaranteed performance and availability of the applications that support critical patient services. Of course, we aren't just talking about patient records; we're talking about the entire infrastructure and systems—from EMR to radiology systems, and from back-office accounting to patient care and monitoring services. Availability of data at all times is not just a regulatory requirement— it is essential to delivering quality care.

THE CHALLENGE:

A major healthcare organization, with 200,000+ employees supporting 8,000+ beds, has been on the forefront of digital medical and patient records.

The result amount of data was immense—and it was challenging to manage, secure, and make continuously available. The IT team was constantly reminded that data availability is, in their case quite literally, a matter of life or death.

But they had a number of challenges, such as:

- They were relying on storage overprovisioning as a practice to avoid any potential over-utilization issues. This, plus strict requirements from their primary application vendor (EPIC), contributed to massive numbers of devices to manage.

- Management of daily SAN operations is outsourced, but they also maintain several residents from their primary storage vendor in-house. These resources combined with their own storage team often resulted in a "too many cooks in the kitchen" scenario.

- Stringent data duplication, replication, and retention requirements made fault tolerance of critical importance.

- The SAN Operations team has strict SLAs to the business (and independent regulators), namely 30-minute resolution for productionimpacting issues. But they had no way to guarantee this goal could be met, let alone a solid proactive solution to prevent the issues in the first place.

THE SOLUTION:

Virtana Infrastructure Monitoring

After a critical incident that impacted availability of patient records they realized the need for a true real-time monitoring solution, and brought Virtana Infrastructure Monitoring (Infrastructure Monitoring) into the data center. They added direct monitoring to production environments in multiple US-based data centers and a lab environment on the West Coast.

Virtana Infrastructure Monitoring:

- Provides faster and more effective infrastructure-wide metric correlation that previously would take multiple tools and people to compile.

- Finds true root cause for incidents that may otherwise go unsolved.

- Proactively ensures no loss of revenue-generating applications.

- Provides proactive performance monitoring to reduce the number of significant incidents encountered.

- Delivers top-to-bottom instrumentation, a requirement for the critical nature of the large systems deployed by this healthcare provider.

- Fills the end-to-end monitoring need that other device-specific tools cannot provide.

In addition to a full Virtana Infrastructure Monitoring deployment, the customer opted to boost the ROI timetable by using the Virtana Strategic Support program. The program is delivered via a dedicated and exceptionally skilled team of Virtana Infrastructure Performance Analysts providing expert answers while augmenting the knowledge of the customer's existing staff.

RESULTS:

Easy setup with immediate ROI

With Virtana Infrastructure Monitoring now in place, they confidently meet SLAs for availability to business stakeholders and time-to-issueresolution to the operations teams. Cross-fabric problems that traditionally took days to remediate, can be identified and resolved in a matter of minutes. They re-architected their storage provisioning to isolate workloads (which they now understand better) that were previously creating contention.

Virtana Infrastructure Monitoring has brought together the disparate SAN management team, enabling multiple vendors to agree on a common monitoring and alerting platform. Proactive alerting to vendor teams in conjunction with the monthly health/utilization/ performance reports and scorecard tracking have significantly reduced availability-impacting events. And the current SAN Ops team has embraced Virtana Infrastructure Monitoring as an optimal analytics/correlation platform.

With Virtana Infrastructure Monitoring, the healthcare organization has been able to:

- Proactively identify and address infrastructure problems before they affect clinical workflow.

- Eliminate the risk of unplanned outages and performance slow-downs when virtualizing healthcare systems.

- Improve application performance to ensure fast, reliable access to medical records.

- Maintain and prove SLA compliance for Joint Commission audits and HIPAA requirements.

- Optimize NAS, SAN, server, and storage port utilization to avoid unnecessary purchases, enabling them to divert a 50% cost savings to fund strategic healthcare initiatives.

- Reduce trouble tickets by up to 80%; direct cost savings to patient care initiatives.