

Simplify Performance Management Across Diverse Networks

BUSINESS CHALLENGE

Management of today's enterprise networks can be a very noisy affair as various management tools bury you in data. This data is in different formats, reports are not correlated, and your IT staff spends too much time chasing false alarms instead of working on strategic initiatives. eHealth unifies and automates the management of multi-vendor, multi-technology networks with proactive, real-time analysis, distilling data from disparate sources into actionable information.

eHealth proactively identifies trends and deviations from normal activity on your network, reducing downtime and repair times with rapid problem identification. You can analyze network capacity, optimize resource utilization, and perform predictive capacity planning. eHealth also helps you manage network performance across multiple classes of service, and document compliance with internal and external service level agreements (SLAs).

BUSINESS BENEFITS

- *Improve service availability: proactive service assurance to detect problems before they impact users; increase Mean Time Between Failures (MTBF)*
- *Improve productivity: reduce Mean Time To Repair (MTTR); greater automation*
- *Predictive capacity planning: ensure adequate capacity to prevent degradations*
- *Service Level Management: communicate how well IT is adhering to strict SLAs*
- *Increase revenue: rapid return on investment; out-of-the-box value*

SOLUTION OVERVIEW

eHealth integrates with other CA network and voice management product families and third-party products to provide rapid problem identification, resolution, and proactive service assurance. By working seamlessly with multi-vendor and multi-technology infrastructures, eHealth ensures high network availability and performance.

- Service Level Management
- Rapid problem resolution
- At-a-glance reports for all technologies over a specified period of time
- Proactive service assurance with Live Health
- Time-over-threshold analyses to identify when something is too wrong for too long
- Deviation-from-norm analyses to compare current performance against normal behavior
- Live status diagrams for a single, end-to-end, integrated view
- Universal interface for performance alarms
- Data that is easy to drill down into
- Predictive capacity planning, including "what if" analyses and reporting
- Traffic analyses that tell you who is saturating the link, using what protocols and applications



CASE STUDY

Aurora Health Care provides not-for-profit healthcare services to the people of East Wisconsin in the United States. As well as its 113 permanent health care sites, the organization also offers services at special clinics at local pharmacies and stores.

Integrating the services provided by these facilities enables Aurora Health Care to deliver higher quality and more cost-effective medical care. This integration is reliant on its staff having access to a range of applications, including electronic patient records and a picture archiving system for medical test results. To ensure continuous access to these critical applications, Aurora Health Care needs to safeguard the availability and ensure the performance of its vast and complex network.

Providing access to the right information at the right time is fundamental to operational efficiency, staff productivity and the quality of customer services. This means that staff must be able to access business applications and data without time or geographical constraints.

Providing such flexible and reliable access is dependent on the availability and performance of an organization's network. With today's networks under more and more pressure, meeting these requirements is becoming increasingly difficult for IT departments.

Health care organizations, in particular, are reliant on a growing number of networked applications to manage administrative tasks, share best practices and collate patient and medical data. With much more than just productivity at stake, network performance is vital for organizations like Aurora Health Care.

Aurora Health Care's IT infrastructure is complex and varied – it has more than 15,000 desktops/laptops and 1,500 Intel servers plus additional servers and IBM mainframes. Its network comprises around 8,000 Layer 2 and Layer 3 components, including routers, switches, firewalls and wireless access points.

Aurora Health Care's network is also very dynamic as the organization adds locations, applications and hardware to its infrastructure.

Managing the network across 113 sites, however, is a massive task for the IT team. Although Aurora Health Care has 500 IT staff, checking network components across these sites manually every time there is a network issue simply not feasible.

SOLUTION DETAILS

To safeguard the availability of its network, Aurora Health Care uses CA Health® Network Performance Manager (NPM) and CA SPECTRUM® Network Fault Manager (NFM)

While CA SPECTRUM NFM provides accurate and real-time information on network status, CA eHealth NPM collects data, performs trend analysis and detects performance degradations and capacity issues before they impact users. Using historical data and trending analysis, the organization also can identify where additional investment would benefit network performance, and conversely, where current components are under-utilized. This is particularly useful for bandwidth optimization. Using data from CA eHealth NPM, Aurora Health Care can configure bandwidth for maximum utilization and reduce costs.

Additionally, the complementary CA eHealth NFM Application Response module generates synthetic traffic and then measures the response times of client devices on a transactional basis to create trend reports, which Aurora Health Care uses to identify abnormal traffic patterns.

Using the solution's response time reports, Aurora Health Care can identify connectivity issues according to location. As well as the enterprise network team, localized IT managers can use this information to verify transaction speed if health care staff log an issue.

- The enterprise network team is able to respond to problems and resolve faults faster
- By safeguarding the availability of the network, Aurora Health Care can ensure continuous access to CCTV footage of intensive care wards, referrals systems, PACS and electronic patient data
- Effective capacity planning enables Aurora Health Care to prioritize its IT investments and achieve optimal network performance for a low cost, particularly for bandwidth utilization



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