



## Success Story: Healthcare organization resolves critical Patient Care Application errors in minutes with Uila

### Background

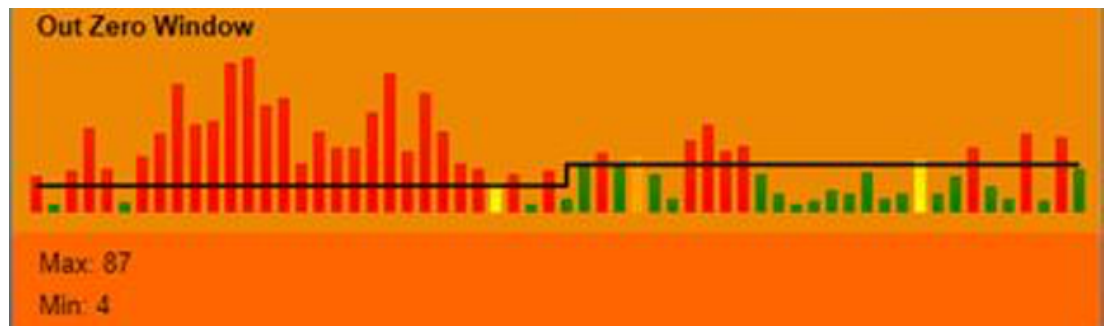
- Healthcare organization that runs multiple outpatient surgery centers throughout the United States.

### Challenges/Needs

- Healthcare staff were dropping SQL connections to their database servers that saved critical patient information and were getting a “Connection Closed” error.

### Uila Solution

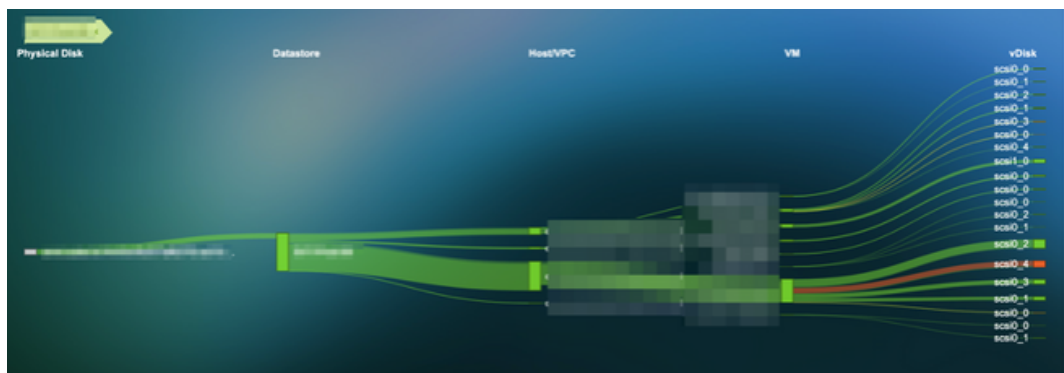
- With Uila, the IT team was quickly able to visualize the network, which pointed to high “TCP Zero Windows” out of the Database server. This typically indicates an Infrastructure issue.



- The IT team using Uila's Stats map view, were able to quickly isolate the issue to the storage datastore as shown below.



- Drilling into the storage analysis view, the team was able to identify that the datastore associated with this VM, had a lot of noisy neighbors consuming IOPS. They were able to setup IOPS limits on non-critical VM's, so that the DB server could finally be used.



## Uila Benefits

With Uila, the IT team was able to identify the challenges on hand, and visualize across the full-stack to pin-point the real reason behind the slowdowns within minutes. With the problem solved, the hospital's healthcare staff were able to effectively and efficiently utilize the patient care application.