



Success Story: Hospital eliminates Patient Monitoring System Failures within minutes

Background

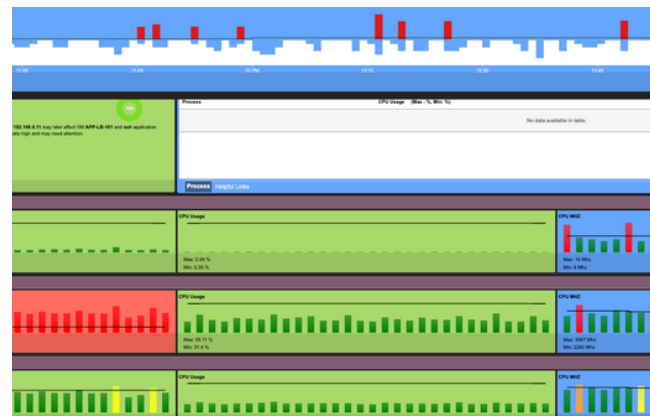
Large Hospital System based in Asia with more than 4000 employees, and serving more than 10,000 patients daily.

Challenges/Needs

- Repetitive complaints on Patient Monitoring Systems.
- System Administrators were not able to isolate the root-cause behind the access failures. They did not know, if the issue was due to the application itself, underlying resources or some other asset in the dependency chain.
- Lot of finger-pointing between teams and lack of support for the system administrator team to solve the issue.

Uila Solution

- The team used Uila's deep insights into the Patient Monitoring application's worst transactions and the performance of the underlying infrastructure. The issue was easily isolated directly from the Application Dependency Map to CPU resources for the servers providing the Patient monitoring services.



Uila Benefits

With Uila, the system administrators were able to resolve the EHR application issues quickly, which helped minimize the impact on revenue and reputation. It also improved their own productivity, as they did not need to rely on others to provide them information to assist in troubleshooting.