



## **Success Story: US State operated Healthcare Facility & Services Group solved slow Remote Access issues**

### **Background**

- Healthcare Services Group responsible for licensing and regulation of health care and child care facilities, disease control, immunization education and promotion, etc. for a large US State.
- The group also operates a psychiatric inpatient facility providing treatment to adolescents and adults with serious mental illness.

### **Challenges/Needs**

- Remote users were complaining about slow performances accessing web servers within the Data Center. The current monitoring solution was not able to get to root-cause of the issue.

### **Uila Solution**

- Using Uila, the IT team was able to quickly exonerate the initially suspected Infrastructure resource provisioning.
- Uila's Application Transaction Analysis pointed directly to application level issues. The onsite System Engineer was able to export the transaction record from Uila to the application developer, demonstrating the issue. The problem was quickly resolved by the Application developer after the detailed and to the point insight by Uila.

### **Uila Benefits**

Uila increased the efficiency of the entire team with faster resolution, by pointing out the exact application transaction with the issue.