



## **Success Story: Healthcare organization proactively delivers optimized service performance for multiple Remote Locations**

### **Background**

- Large Healthcare organization in the United States with more than 70 remote locations that need access to critical business and healthcare applications.

### **Challenges/Needs**

- From time to time, physicians and clinical staff at some remote healthcare locations complained of issues accessing critical healthcare applications, including EHR using their remote desktops.
- Need to proactively monitor the centralized Data Center to prevent unplanned outages.

### **Uila Solution**

- With Uila's End-user Experience Monitoring, the IT team was able to validate the end-user experience for the different locations for the critical application.
- Uila was able to pinpoint the challenges at the complaining issues to be the Domain Control server.

### **Uila Benefits**

With Uila, the IT team was able to identify the challenges on hand, and was able to continue to monitor for performance challenges or potential outages on an ongoing basis to prevent any loss in user productivity or financial losses.