University hospital in the Netherlands guarantees continuity of IT landscape with transparent end-to-end monitoring from eG Innovations


Leading scientific research, groundbreaking innovations and collaboration with patients and other stakeholders, form the basis for excellent care for this internationally renowned university hospital. With over 12,000 employees it is one of the largest public healthcare institutions in the Netherlands. To give substance to its vision, the university hospital laid the foundations for innovative healthcare ICT projects in recent years. However, the continuity of the IT infrastructure is an important one condition for facilitating all innovative applications.

End-to-end Monitoring

In the past, the university hospital used multiple solutions to monitor individual parts of the IT infrastructure. However, it became increasingly clear that insight into the entire chain was necessary to ensure continuity safeguard the IT infrastructure. So it was decided to search to a solution for end-to-end supply chain monitoring.

After extensive market research and an RFP trajectory, the choice fell on the monitoring solution from eG Innovations. This was the only one that did solution to all requirements set in the RFP and beyond eG Innovations stood out in terms of flexibility and support.
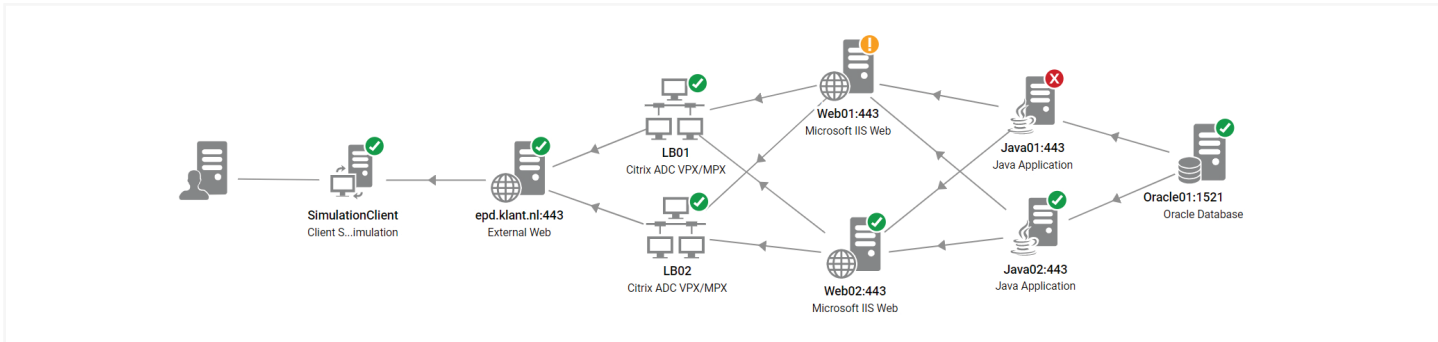
Distinctive Approach:
End-User Experience Central

The pursuit of excellent care is reflected in the way we do it the university hospital has set up its monitoring. Value most organizations focus solely on monitoring components, such as Citrix, VMware or Microsoft, this hospital one step further by monitoring so-called 'value chains'.

"The EPD, in our case HiX, for example, is such a value chain", light the Product Owner Monitoring at the university hospital. "If an end user has to wait a long time to log in, or maybe you can't log in at all, you want to know immediately where the problem is. You can only do this if you have end-to-end insight in the status of all components of the value chain."

To implement the monitoring process in this way, in collaboration with an IT architect from the university hospital and a consultant from eG Innovations, created a topology chart. The Product Owner continues: "Not until you see how many components influence the value chain, the complexity becomes visible this entire value chain. This is also exactly where the added value of eG Innovations' end-to-end monitoring solution. It's extremely flexible. You can find almost any technology, any application and every (cloud) infrastructure. This is sitting all standard in the solution that eG offers."

Immediate Insight into the Cause of the Problem

The monitoring solution from eG Innovations does not distinguish itself only because of its flexibility and completeness, it also offers direct insight in the cause of a problem. Many monitoring solutions only see if everything works properly or not. The built-in root cause analysis of eG Enterprise shows exactly where the problem is located.

"When an incident has occurred, I often hear people say, "We didn't see that coming." With good end-to-end monitoring, however, you can see failures coming. In fact, you can intervene and fix the problem before a calamity occurs", says the head of the IT Service Center & Management Support of the university hospital.

Clear Dashboards

eG Innovations monitoring solution includes a large number standard dashboards and also offers the possibility to very easily create your own dashboards. The Product Owner explains: "We have built up our dashboards in three layers: first a dashboard that allows the management team at a glance can see the status of IT services. The next layer shows the status of the different value chains, such as HiX or the New Work Environment and in the layer below that is the status of all associated components. If there is one somewhere incident occurs or threatens to occur, an alert appears in it the dashboard. By clicking on the underlying components, you get straight to the cause of the problem."

Status IT-waardeketens

Beschikbaarheid		Impact op gebruikerservaring	
Patiënten portaal	❌	Patiënten portaal	⚠️
Nieuwe Werk Omgeving	✅	Nieuwe Werk Omgeving	ℹ️
Microsoft Office 365	✅	EPD	✅
EPD	✅	Microsoft Office 365	✅

Monitoring Patient Portal

Now that the monitoring solution is implemented and the most important value chains around the EPD and the New Work Environment continuously monitored, it is time for the next step. "The the patient is central to the university hospital. That means for example also that they always need quick and easy access have access to the right information," says the Product Owner. "This begins already when logging in to the patient portal. eG Innovations has it enabled us to improve the user experience from the moment of log in and monitor our services to patients so we can also further optimize in this way."

Lessons Learned

When asked what advice you would like to give to others, answer the Product Owner: "To be able to provide good care employees and patients can rely on the IT environment always functions and that the security of privacy sensitive data is guaranteed.

This means you are the end user should be central. Put that as a dot on the horizon. And make sure it it is clear to all teams involved where you want to go.

Security is also an important aspect. Replace obsolete components and make sure everything is up-to-date, so that you have transparent insight gets in the status of the whole chain."

The head of IT Service Center & Management Support adds: "Monitoring cannot be done 'on the side'. Now you can still think that it may not be a big deal if the EPD is not accessible for a while. Or that it takes a long time to log in to SAP. But what if the software that the OR monitored fails? Whether monitoring equipment in the ICU is not working? Therefore, make someone separately responsible for monitoring and choose for a monitoring solution that allows you to monitor all components end-to-end, including future new technologies."

In order to provide good patient care, it is essential to always, without interruption, access to patient information and healthcare systems, at all devices and across all applications. The continuity of the IT environment is therefore essential are guaranteed, and its performance must meet the expectations of the users

eG Enterprise, the end-to-end application and performance monitoring solution from eG Innovations, uniquely meets healthcare IT needs.

With this solution you can control both the IT environment and all monitor applications your organization uses, whether or not they reside in the virtual, cloud or physical infrastructure.

This means that you can end-to-end specific healthcare applications or processes monitor. Think of the EPD, the ERP or the workplace environment. By default, eG supports 250+ applications (including all hospital information systems) and templates and tests are immediately accessible.

With eG Enterprise you have direct insight into the underlying causes of performance issues. Instead of solving problems reactively, you can be proactive see disruptions coming and often fix them before the user gets here notice something. All the more so because eG Enterprise has standard links with ITSM tools such as TOPdesk. With less people and less budget, you can do this way to provide a better end-user experience to staff and patients.

Supported platforms include

Microsoft · vmware · HP · ORACLE · NUTANIX · citrix · IBM · Red Hat · Java · docker · APACHE · ChipSoft · nexus | nederland · SAP · kubernetes · aws · Microsoft .NET · Azure · MySQL · Epic · DELL · ORACLE Cerner

Integration with eG

Microsoft System Center · TOPdesk · PagerDuty · servicenow · bmc