Allscripts Corporation
Healthcare Information Technology Company Meets Critical IT Goals with eG Enterprise Management Software

OVERVIEW
Headquartered in Chicago, Allscripts is a leading provider of advanced integrated clinical, revenue cycle and financial performance improvement software, clinical content and professional services that help healthcare organizations improve clinical, financial, operational and client satisfaction outcomes.

These solutions help hospitals and health systems more effectively manage the business of healthcare and achieve measurable, sustainable improved outcomes.

In partnership with these prestigious organizations, Allscripts delivers workflow and knowledge support to smooth “handoffs” between physicians, nurses, managers and other members of the healthcare team. Allscripts helps bring them the pertinent evidence-based content and patient-specific information they need - anytime, anywhere, on virtually any computer device - to make the best possible decisions for each patient.

PHILOSOPHY
Allscripts solutions extend far beyond the “four walls” of the hospital to connect providers, patients and communities in a continuum of care never before achievable. This not only provides unparalleled clinical and satisfaction outcomes, but financial as well, helping eliminate waste and maximize revenue.

For nearly four decades, hundreds of highly respected academic and community hospitals have trusted Allscripts to deliver information support as they care for their sickest - highest-acuity - patients.

Today’s Allscripts solutions build on that expertise in this most complex level of care, the company’s 21st century solutions support the delivery of truly connected, coordinated care, from the patient’s visit to the Emergency Department to a trip to the ICU, the patient nursing unit, ambulatory clinic, and back home for physician follow-up care.

Using eG Enterprise™, Allscripts offers a 7x24 application/system remote monitoring service to its customers. The proactive nature of eG Enterprise™ has helped Allscripts catch and fix problems before they affect users. This is another example of how eG Innovations is helping customers worldwide solve their most critical IT challenges.

The Challenge: Ensuring that IT Systems Keep up with 24x7 Requirements to Provide Outstanding Patient Care

The healthcare industry is a 24/7 business; patient care never stops. For Allscripts, a 2 billion, publicly traded company that provides software and professional services to hundreds of hospitals, health systems and other healthcare providers around the world, the challenge is to make sure its IT infrastructure never stops either.

“Keeping our clients’ electronic charting and patient management applications running at all times without interruptions, and having a good understanding of the status of hardware/software components in real time is a big challenge,” says Mack Baniameri, remote services manager at Allscripts.

The company is meeting this challenge thanks to IT infrastructure management software from eG Innovations. Through its proactive monitoring, rapid diagnosis and instant recovery capabilities, the eG Enterprise™ management suite helps ensure high availability and top performance of Allscripts’ mission-critical systems implemented at client sites.

"The most important factor in our selecting eG Innovations was their willingness to work with us and accommodate our requests." - Mack Baniameri, Remote Services Manager, Allscripts

Allscripts customers are a wide mixture of community hospitals, academic medical centers, health systems and specialty centers (pediatric, oncology, rehabilitation). They use one or more Sunrise Enterprise™ solutions from Allscripts to help integrate clinical and financial outcomes at key points throughout the healthcare continuum, including outpatient care and communicating with patients at home. Allscripts customers typically have between seven and twenty IBM servers running Allscripts applications on MS SQL. The primary applications and services managed by eG Enterprise™ are Sunrise Critical Manager™ and its various applications and modules.
eG Enterprise: Open, Flexible, Powerful, Easy

“Clearly no two customer sites are the same, and eG Enterprise™ provides excellent visibility into the overall health of systems and applications,” Baniameri says. “The most important factor in our selecting eG Innovations was their willingness to work with us and accommodate our requests. Adapting the eG Enterprise™ monitoring tool into a mission-critical healthcare environment needed resources from eG Innovations, and those resources were provided to us.”

Baniameri says that Allscripts has found it easy to integrate its own application scripts into eG Enterprise™, which has saved a lot of time and money by avoiding heavy customization and consultant fees.

At the customer site, it typically takes just two IT staffers to deploy eG Enterprise™. Initial set-up for all servers involved cost around $10,000 which, Baniameri says, is outstanding given the intense challenge of monitoring all of the events and processes that make up the extensive Sunrise™ Suite.

“We’ve integrated our own application monitoring scripts with eG Enterprise™ and created a tool that is versatile and functional,” Baniameri says. “As a result, we are able to offer a 7x24 application/system remote monitoring service to our customers. The proactive nature of eG Enterprise™ has been helpful in catching and fixing problems before they could affect users.”

According to Baniameri, the integration of Allscripts to use application monitoring scripts with eG Enterprise™ has given them the ability to quickly identify potential performance issues, whether it’s SQL, system, OS or network related. “Immediate alerts and quick response to performance related issues translates into higher user satisfaction, which is ultimately the goal of this service offering,” he says.

“We would not be able to offer Allscripts remote monitoring to our customers without the functionality that eG Enterprise™ provides,” Baniameri says. “We’re convinced that the proactive monitoring of critical components of our applications and systems will benefit customers greatly, so we are predicting strong acceptance of this service. We are confident that eG Enterprise™ will continue to be the ideal wellness solution for us as well as for our demanding customers.”

About eG Innovations

eG Innovations provides intelligent performance monitoring & management solutions that dramatically accelerate the discovery, diagnosis, and resolution of service performance issues in virtual, cloud, and physical service infrastructures. Only eG Innovations offers 360-degree service visibility with automated, virtualization-aware performance correlation across every layer and every tier– from desktops to applications and from network to storage. This unique approach delivers deep, actionable insights into the true causes of cross-domain service performance issues and enables administrators to pre-emptively detect, diagnose and fix root-cause issues before end users notice. eG Innovations’ award-winning performance monitoring & management solutions are trusted by the world’s most demanding companies to enable superior user experience, keep mission-critical business services at peak performance, and deliver on the ROI promise of transformational IT investments. Customers include: JP Morgan Chase, Citigroup, Depository Trust and Clearing Corporation, Honeywell, Samsung, Marathon Oil, OfficeMax and many more.

The eG Innovations performance monitoring suite delivers a robust, reliable and extremely valuable solution to deliver maximum uptime and user satisfaction. Pre-emptive alerting helps us to address performance issues immediately before they affect system and application availability.

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