



Prominent IT Services Provider to Healthcare Institutions Keeps its Citrix Infrastructure Healthy with eG Innovations Software



Alverno Information Services
A Division of the Sisters of St. Francis Health Services, Inc.

Overview

Alverno is a division of the Sisters of St. Francis Health Services, Inc., providing computer services to hospitals, clinics, nursing homes and other healthcare businesses.

The company has grown from seven employees running payroll to 300 employees supporting many applications, including patient accounting, order entry, lab, pharmacy, home care and payroll. These applications support over 9,100 personal computers, terminals and wireless handheld nursing devices, as well as a variety of printers throughout the over 95 locations connected to the various facilities that represent the Sisters of St. Francis Health Services, Inc.

Philosophy

Alverno Information Services focuses on improving the quality of lives for its patients and employees. As the provider of information management to its associated hospitals and health care facilities, it is essential that Alverno Information Services maintain its image as being on the cutting edge of health care technology.

eG Innovations, Inc. is a global provider of IT infrastructure performance monitoring and proactive triage solutions that are widely used by enterprises and service providers worldwide. Here is how one of them is solving its challenging service management problems with the eG Enterprise product suite.

The Challenge: Keeping Critical IT Resources off Life Support

Alverno Information Systems (AIS) is one of the Midwest's largest hospital information systems service providers. The AIS business systems support group manages critical business services for seven major hospital facilities covering more than 95 remote sites across Indiana and Illinois.

Supporting thousands of simultaneous users, AIS technical professionals have a direct impact on patient care, billing and medical record maintenance by their client hospitals. Using a heterogeneous infrastructure with multiple tiers, including Unix and Windows servers, AIS provides client hospitals with a variety of industry-leading applications, including Quadramed, McKesson, PeopleSoft, Great Plains Dynamics and SCC Clinical Information Systems.

Many of these applications are hosted on the Citrix thin-client platform in order to improve system performance and to eliminate the need to deploy the application client on every workstation in each hospital.

AIS chose the eG Enterprise service monitoring solution for its ability to provide a service-oriented view of Citrix infrastructures. AIS's IT staff worked with an eG professional service engineer to deploy the eG suite and nearly 100 agents within a couple of days. With the eG Enterprise suite in place, AIS IT staff can monitor hundreds of critical metrics regarding their Citrix servers. In fact, they were able to monitor the performance seen by each of the thousands of users of their Citrix farms.

Through eG Enterprises's patented root-cause analysis capability, AIS staff now receive more precise alerts, so they can learn where to look for a potential problem and take immediate action.

"eG Enterprise's end-to-end monitoring and prioritized alerting capability has made it simple to identify whether it is a network, system or application issue," says Dave Menten, systems administrator with AIS. "We also find the automated time of day thresholding capability useful to predict what problems might occur down the line. In addition to real-time performance, AIS also has access to the eG Reporter, which provides analysis capabilities for historical data relating to the IT infrastructure".

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Benefits of the eG Enterprise Solution: “No Surprises”

Based on the success of using eG Innovations solutions to manage its Citrix infrastructure, AIS is deploying the eG Enterprise suite on a larger scale, switching from their existing system monitoring solution to the eG Enterprise suite for monitoring of its non-Citrix infrastructure as well.

“We used to look at problems after receiving customer complaints,” says Donna Jellison, manager of Intel systems at AIS. “Most problems would be so complex that we would have multiple people investigating performance issues. We assumed these problems were Citrix related but, owing to the scale and distributed nature of our infrastructure, it was very difficult to track down the true cause of problems. We would spend valuable time and resources checking out various problem scenarios. With the eG Enterprise suite, we are one step ahead of our customers. When eG’s root-cause analysis system identifies a problem or an outage, we know that we are not going down the wrong path.”

eG Enterprise: A Proven IT Management Solution for Service Providers

For many of today's leading providers serving the healthcare industry, the eG Enterprise IT service management software solution is the link between IT services and business needs, improving patient care by proactively managing the technology that medical and operational staff depend on, and detecting problems before they affect normal operations.

Healthcare management enterprises like Alverno depend more and more on business-critical packaged and custom applications as well as on the networks and systems that support them. True end-to-end service management means using the real end-user experience to measure application performance, allowing service companies like Alverno Information Services to raise the bar in customer satisfaction.



About eG Innovations

eG Innovations, Inc. is the leading provider of IT infrastructure performance monitoring and management solutions. Our unique dataflow and applications dependency technology are key to ensuring high availability and performance of mission-critical systems, where proactive monitoring, rapid diagnosis and instant recovery are critical. Customers worldwide use eG’s solutions to improve the quality of their services, which enhances their competitive positioning, lowers their operational costs and optimizes the use of their infrastructures.

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