# Customer Spotlight:

# Eclipsys Corporation

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

**ECLIPSYS®**
*The Outcomes Company®*

*Using eG Enterprise, Eclipsys offers a 7x24 application/system remote monitoring service to its customers. The proactive nature of eG Enterprise has helped Eclipsys 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.*

### Overview

Headquartered in Atlanta, (NASDAQ: ECLP) 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.

Eclipsys has become known as The Outcomes Company for the measurable and sustainable value in improved care quality, safety, satisfaction and cost-efficiency clients achieve using its solutions.

In partnership with these prestigious organizations, Eclipsys delivers workflow and knowledge support to smooth "handoffs" between physicians, nurses, managers and other members of the healthcare team. Eclipsys 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

Eclipsys 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 Eclipsys to deliver information support as they care for their sickest — highest-acuity — patients.

Today's Eclipsys 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 inpatient nursing unit, ambulatory clinic, and back home for physician follow-up care.

### 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 Eclipsys, a $500-million, 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 Eclipsys.

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 Eclipsys' mission-critical systems implemented at client sites.

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> - Mack Baniameri, Remote Services Manager, Eclipsys

Eclipsys 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 Eclipsys to help integrate clinical and financial outcomes at key points throughout the healthcare continuum, including outpatient care and communicating with patients at home. Eclipsys customers typically have between 7 and 20 IBM servers running Eclipsys applications on MS SQL. The primary applications and services managed by eG Enterprise are Sunrise Critical Manager™ and its various applications and modules.

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## eG Enterprise: Open, Flexible, Powerful, Easy to Use

"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 Eclipsys 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 Eclipsys 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 Eclipsys 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."

## eG Enterprise: A Proven IT Management Solution for the Healthcare Industry

For a growing number of hospitals and other healthcare service providers, eG Enterprise service management software is the critical link between IT services and business needs. eG Enterprise contributes to improved patient care by proactively managing the IT infrastructure that medical and operational staff depend on, and detecting problems before they affect normal operations.

By providing true end-to-end service management in complex, distributed IT environments, eG Enterprise maximizes application performance and enhances end-user quality of experience. This enables Eclipsys to see that their customers' IT resources receive the same high level of care as patients do.



www.eginnovations.com

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### About eG Innovations

eG Innovations, Inc. (www.eginnovations.com) is a global provider of performance monitoring and triage solutions for both virtual and physical IT infrastructures. The company's patented technologies provide proactive monitoring of every layer of every tier in the infrastructure, thereby enabling rapid diagnosis and recovery in enterprise and service provider networks.

By ensuring high availability and optimum performance of mission-critical business services, eG Innovations' solutions help enhance customers' competitive positioning, lower operational costs and optimize the performance of their infrastructures. The company has customers in 14 countries, including organizations of all sizes in government, banking/finance, telecom, healthcare, manufacturing and service industries.