

# Beyond Monitoring: Driving Healthcare IT Success

Leveraging Unified-Citrix Performance Management from eG Enterprise to Ensure Excellent Patient Care and Satisfaction



## The Foundations of Healthcare IT: Citrix Application and Desktop Virtualization

Foundational technologies change over the years, and while client-server software dominated enterprise healthcare IT for many years, over the past five years virtualization has evolved past mainly servers onto the desktop and into almost every aspect of the enterprise. Whether it is administrative or clinical, increasingly, every aspect of quality care delivery is directly dependent on IT service delivery. Although the most prominent business and regulatory factors driving the shift are generally understood as privacy and accountability, the ability to centrally manage user-access to computing resources also adds the potential for great leaps in IT service efficiency and flexibility.

Citrix XenApp and XenDesktop play leading roles in the virtualization revolution and it might be assumed that consolidating user computing with these advanced technologies inherently provides simplified management and cost savings. But the reality is that without sufficient preparation and understanding of the expanded set of variables involved – within the Citrix stack and across the entire infrastructure – operational benefits can be quickly offset or erased by a poorly planned or failed rollout. And once your users feel the pain of slow or stopped services, regaining trust can be a major challenge, if it's still possible at all.

## The User Experience Challenge in a Highly Performance-Sensitive Service Delivery Paradigm

Citrix XenApp and XenDesktop have matured over the years, providing greater control over provisioning, user access, service allocation, GPU resource management, and much more. But with each expansion in capability comes increased infrastructure management complexity. Furthermore, application and desktop virtualization is among the most performance-sensitive technologies in the datacenter. These factors together present a sizable challenge due to the potential for direct impact on nearly every part of the healthcare enterprise, wherein seemingly minor issues can have major ramifications for quality of care and patient satisfaction.

Beyond just performance insights into the Citrix tiers, visibility into all parts of the virtual and physical infrastructure is critical to successful rollouts and ongoing maintenance. A slowdown or interruption in any external component can have an equally negative impact to the end user experience as a slowed or stopped process inside the virtualization server itself.

Thus, traditional server monitoring products, and even modern tools that provide specific views into Citrix performance, are not adequate to ensure success in today's complex virtualization landscape. Using a traditional monitoring approach can provide data about one tier's performance. But without infrastructure-wide, dependency-aware, correlated insight into your entire datacenter as it relates to Citrix performance, each new slowdown can add hours or days of work to root-cause identification. Caregivers and other users need relief from slow performance much quicker than this approach allows. Moreover, today's healthcare business requirements necessitate preventive capabilities in order to allow your caregivers to focus on patient care, and as little time as possible dealing with their ability to easily access IT services.



## Key Benefits

- ✓ Ensure business continuity and mitigate risk with automatic alerts that enable the prevention of service slowness, so quality of care is maintained at all times.
- ✓ Ensure accessibility and availability of productivity apps and databases with a unified topological view of all application, server and network responsiveness and performance.
- ✓ Simplify IT operations by using a single unified customizable interface to oversee performance through every tier and layer of your infrastructure.
- ✓ Drive successful new deployments across the enterprise using comprehensive analytics and reporting for all stakeholders, from executive to managers and administrators.

## Why eG Enterprise?

- ✓ Complete visibility into the Citrix platform and all external network/process bottlenecks impacting performance for caregivers: network, applications, storage, and databases.
- ✓ Accelerated discovery and diagnosis of performance issues in virtualized applications.
- ✓ Single, scalable solution for all performance monitoring needs, across all physical and virtual tiers.

## Beyond Monitoring: Unified-Citrix Performance Management with eG Enterprise

### 3-D Citrix Performance Management

eG Enterprise offers Citrix-driven healthcare organizations the benefit of the industry's only 3-dimensional performance monitoring coverage, a next generation solution for achieving and maintaining top Citrix performance:

- **Reach across every tier** – Visibility across network, storage, virtualization, Citrix, Windows applications and more
- **Depth of coverage** – Putting the metrics that matter – from across your entire infrastructure – at your fingertips
- **Speed to resolution** – Automatic root cause identification to allow remediation in minutes instead of hours

### Don't Just Monitor, Prevent

eG Enterprise provides direct visibility into all issues across the infrastructure that can impact the user experience and



automatically correlates performance across every layer and tier of physical, virtual and cloud infrastructures. Beyond analyzing performance data from multiple siloed tools, it makes identifying problem components and services as simple as glancing at a dashboard, visual topology or e-mailed alert. eG Enterprise's intelligent diagnosis capabilities provide exactly the actionable intelligence that Healthcare IT departments need to fix issues before users notice a problem, thereby proactively reducing or even eliminating the need for caregivers and patients to be affected by slow and unresponsive applications or unscheduled downtime.

### Manage IT Operations with Maximum Efficiency

eG Enterprise provides a unified, customizable interface with intuitive end-to-end topology maps and single-click drill downs for root-cause identification, which eliminates IT helpdesk guesswork, accelerates time to resolution and helps healthcare IT departments maintain high performance applications and desktops so doctors and clinicians have the information they need instantly and can spend more time focusing on patient care and satisfaction.

### End-to-End Reporting for Compliance and ROI

eG Enterprise offers extensive, detailed reports that provide CIOs and IT managers with historical performance data and analysis to drive many critical technical and business requirements, including user access verification, workload balancing, right-sizing for maximum server density, and more.

### Anywhere Access, Easy Deployment

eG Enterprise is a 100% web-based and mobile-friendly solution, providing healthcare IT teams with the insights they need to monitor the health, performance and responsiveness of their mission critical applications and supporting infrastructure anytime, on any device. Once deployed, eG Enterprise automatically discovers and collects baseline metrics for applications running on any infrastructure including private or public clouds. Setup is easy, without need to change firewall-access rules or adjust port settings.



eG Enterprise is something we can't live without. It is a fantastic tool, and it gives me confidence that our systems are running as they should.

With a few changes we were able to quickly see that we had a 50% improvement in user login times. It makes me look like a hero when performance improves and it can be shown on a graph.

Wendy Howard  
St. Charles Health System

eG Enterprise makes it fast and easy to identify whether it is a Citrix, network, system or an application issue and fix bottlenecks quickly. And with predictive alerting we are one step ahead to resolve emerging problems before they impact the end user.

Donna Jellison  
Franciscan Alliance



Contact us today for more information and a free trial: [sales@eginnovations.com](mailto:sales@eginnovations.com) / [www.eginnovations.com](http://www.eginnovations.com)

## About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise Universal Insight and Correlative Intelligence technologies to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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