

# Enhance Healthcare IT and Improve Patient Care

An eG Enterprise Solution Brief for Healthcare CIOs and IT Managers



## Key Benefits

- ✓ **Maintain business continuity and mitigate risk** by using proactive alerts to avoid service disruptions so the quality of patient care is maintained at all times.
- ✓ **Ensure accessibility and availability** of productivity apps and databases by using a single topological view to monitor application, server and network responsiveness and performance.
- ✓ **Reduce complexity** by using a single unified customizable interface to oversee every tier and layer of your healthcare infrastructure.
- ✓ **Ensure future readiness** across the enterprise with the help of advanced data analytics and reporting for all levels of healthcare IT from the CIO to managers and administrators.

*“With eG Enterprise, we are reducing system maintenance and support costs, avoiding incremental IT spending and eliminating system downtime across the hospital.”*

**Peter Bakker**  
CIO, ICT GHZ

## Healthcare IT Transformation

The role of Healthcare IT has changed significantly in the last five years. Regulations such as HIPAA are mandating that all Healthcare providers demonstrate a strategy for transferring legacy paper files to electronic data bases, ensuring they are interoperable, easily accessible and highly secure. As a result, everything from inpatient and outpatient processing, to medical records keeping, to diagnosis and prescription writing are all being done online these days.

Security and privacy concerns with medical records and data, plus the need to have access to information at any time, from anywhere is forcing healthcare organizations to centralize their IT infrastructures and adopt remote access technologies including desktop and application virtualization. Industry analysts including Gartner and IDC expect healthcare organizations across the globe to invest heavily in emerging technologies. They predict that within the next two years that up to 83% of healthcare applications and databases will be hosted on virtual servers, up to 80% of BYOD solutions will be implemented out of necessity before adopting strict user and device compliance policies and up to 30% of all healthcare organizations will implement both a virtual desktop and Cloud strategy.

This healthcare IT transformation is aimed at making every function within healthcare more agile and efficient so doctors and clinicians can spend more time focusing on patient care.

## Enable Successful Healthcare IT Transformation

For Healthcare IT transformation to be successful, the databases and productivity applications that doctors, nurses, lab technicians and other medical and inpatient/outpatient staff depend on must be accessible and responsive. If performance is slow the quality of patient care suffers and in the absolute worst case, unscheduled downtime can lead to data exposure, legal liability and the loss of life. With so much at risk, Healthcare IT must have a performance management solution that does the following;

- Reduces complexity by providing a unified view of their environment and reduces dependency upon multiple disparate silo-centric tools.
- Automatically analyzes and correlates the performance of each of the infrastructure layers and tiers and proactively alerts them to potential IT service issues so they can focus on hotspots and resolve problems with minimal impact to patients and caregivers.
- Provides extensive historical performance reports so Healthcare CIOs and IT managers have the empirical data they need to right-size their environment, eliminate cost overruns and ensure that capacity planning meets the business needs of today while preparing for the emerging technologies of tomorrow.

This is where the eG Enterprise performance management solution comes in. Many of the world's leading Healthcare organizations rely on eG Enterprise technology to enhance IT service performance, increase operational efficiency and ensure IT effectiveness.

## eG Enterprise: A Force Multiplier for Healthcare IT

### Enhance IT Service Performance

eG Enterprise automatically correlates performance metrics across every layer and tier of physical, virtual and cloud infrastructures thus providing the actionable intelligence that Healthcare IT departments need to reduce the potential for caregivers and patients to be affected by slow and unresponsive applications or unscheduled downtime.



### Increase Operational Efficiency

eG Enterprise provides a single, unified, customizable interface with intuitive end-to-end topology maps and single-click drill downs for root-cause analysis which eliminates IT helpdesk guesswork, accelerates time to resolution and helps Healthcare IT departments keep systems online so doctors and clinicians have the information they need instantly and can spend more time focusing on patient care.

### Ensure IT Effectiveness

eG Enterprise with its extensive, detailed historical reports provides CIOs and IT managers the empirical performance data they need to right-size the enterprise, balance workloads, eliminate cost overruns and ensure that capacity planning meets the business needs of today while preparing for the emerging technologies of tomorrow. These benefits are especially important when time is of the essence or budget constraints and natural attrition lead to reductions in Healthcare IT support staff.

## 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 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.

## eG Enterprise: Ready for the Future of Healthcare IT

### Mobilize Doctors and Clinicians

eG Enterprise provides enhanced capabilities for the full suite of virtualization and mobility solutions from Citrix Systems, including XenDesktop and XenMobile. The successful deployment and future scalability of a mobility solution is dependent on broad user adoption and application responsiveness, but the introduction of foreign devices on a corporate network poses new threats to the privacy and integrity of confidential data. Healthcare IT managers can use our Citrix Ready eG Enterprise technology to help provide medical staff a seamless user experience by ensuring both device compliance and application performance.

### Web Enabled and Cloud Ready

eG Enterprise is a 100% web based, Cloud Ready solution, and provides Healthcare IT managers the insights they need to monitor the health, performance and responsiveness of their mission critical applications and supporting infrastructure from anywhere, anytime on any device. Once deployed, eG Enterprise technology automatically discovers and collects baseline metrics for applications running on any infrastructure including a private or public cloud. Communication between the manager and agents is accomplished via HTTP/HTTPS eliminating the need to change firewall access rules or adjust port settings.

## The eG Enterprise Advantage

*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.*

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