Solution Brief

eG Innovations

Enhance Healthcare IT and Improve Patient Care



Key Benefits

- Avoid downtime in critical EMR systems for continuous high-quality patient care.
- Maintain business continuity and mitigate risk with proactive alerts.
- Ensure accessibility of clinical apps, web services, and databases
- Monitor responsiveness and performance through a unified topological view of applications, servers, and networks.
- Reduce complexity with a unified customizable interface
- Oversee every healthcare infrastructure tier, including applications, databases, and dependencies.
- Ensure future readiness with advanced data analytics and reporting

Healthcare IT - Secure Continuity

In recent years, the role of Healthcare IT has evolved, driven by technological advancements, COVID-19 response initiatives and the ever-growing need for streamlined, secure, and efficient healthcare processes. The Health Insurance Portability and Accountability Act (HIPAA) has played a pivotal role in shaping the landscape of healthcare information management, emphasizing the importance of patient data privacy and security.

Virtual servers are ubiquitous, offering scalable and flexible infrastructures to manage and store vast amounts of medical data securely. Secure VDI and DaaS solutions within the healthcare sector has been accelerated by a shift towards digitalization and the necessity for healthcare professionals to access patient information securely from various locations whilst safeguarding sensitive patient data.

Databases have become more sophisticated, enabling healthcare providers to efficiently manage and analyze large datasets for improved patient care, research, and decision-making. Disaster Recovery (DR) and cybersecurity protection against malicious attacks and ransomware are primary concerns.

Patient portals and self-service websites are increasingly becoming an important part of primary care and web applications or services may be a critical part of a patient's healthcare experience and journey. As we navigate this dynamic landscape, secure Healthcare IT continuity is the driving force in enhancing the quality, accessibility, and compliance of healthcare services.

Why Major Healthcare Orgs Choose eG Enterprise for IT Oversight

Achieved a 50% improvement in login times for critical healthcare

Resolved issues before customers reached out over **70%** of the time.

Reduced support costs by up to **20%** through minimizing reliance on the entire support structure.

Responded to **99%** of issues within four minutes and resolved or escalated 85% within 30 minutes.

Saved over **$125,000** annually by utilizing eG Enterprise to optimize IT operations.

Identified the root-cause of an issue within minutes, avoiding hours of downtime.



Enable Successful Healthcare IT Transformation

For Healthcare IT transformation to be successful, the databases and critical productivity applications that healthcare professionals, lab technicians, administrators and other staff depend on must be accessible and responsive. Web applications and services that patients use to access care and treatment must be similarly available. 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 worse healthcare outcomes for real people and families. With so much at risk, Healthcare IT team must have an application performance monitoring and 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 application and infrastructure layers and tiers and proactively alerts them to potential IT service issues with detailed automated root-cause diagnostics so that 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 observability and monitoring platform comes in. Many of the world's leading Healthcare organizations already rely on eG Enterprise technology to enhance IT service performance, increase operational efficiency and ensure IT effectiveness.

eG Enterprise: A Game Changer 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 driven by AIOps-powered 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 performance data they need to right-size the enterprise, balance workloads, eliminate cost overruns and ensure that capacity planning meets the needs of today while preparing for the emerging technologies of tomorrow. These benefits are especially important when time is of the essence and budget constraints mean IT teams are expected to automate to support larger and more complex IT environments on the same resources.

Ensure a Superb Digital Employee Experience (DEX)

With end-to-end monitoring and root-cause diagnostics including user endpoints. eG Enterprise provides helpdesk and IT admins with the tools to troubleshoot user experience problems wherever users are, even for off-site clinics or remote homeworkers. Monitoring end-user devices and endpoints whether they be zero or thin clients, physical laptops or workstations, IoT and medical devices, or digital workspaces.



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eG Enterprise: Ready for the Future of Healthcare IT

AIOps Observability Empower IT Teams to Do More

The AIOps technologies embedded within eG Enterprise reduce repetitive manual tasks and help eliminate human error allowing Healthcare IT teams to focus on strategic projects. Out-of-the-box alerting, anomaly detection, automated root-cause diagnostics and automated remediation allow IT teams to proactively avert users encountering issues. Proactive intelligent notification and alerting ensures on-call staff providing 24x7 support are rapidly alerted and not plagued by false alarms or alert storms.

Secure Compliant Observability

eG Enterprise is a secure HIPAA compliant solution, subject to SOC 2 Type 2 auditing. Available for deployment on-prem, on cloud or via turnkey SaaS in a secure cloud region of your choice to suit the data localization and compliance needs of individual healthcare providers. Once deployed, eG Enterprise technology automatically discovers and collects baseline metrics for applications running on any infrastructure whether that be on-prem or 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.

Deep Application, Web Service and SaaS Insights

Many Healthcare IT teams are expected to support the delivery of applications and web services provided by siloed App Dev teams, 3rd party vendors or via SaaS services. eG Enterprise offers cost-effective APM (Application Performance Monitoring) and BTM (Business Transaction Monitoring) for Healthcare IT. Designed to give SREs (Site Reliability Engineers), Helpdesk, Platform and VDI Admins detailed application diagnostics to identify where problems lie with other teams or vendors such as Java applications leaking memory or a slow database query within a web service.

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 is an easy-to-use, one-stop-shop for all your monitoring capabilities. Its versatility, embedded monitoring intelligence, and built-in automation are some of the reasons why it has been awarded numerous certifications and awards by many industry leaders and technological partners.

Get started today with a free trial. For more information, reach out to eG at info@eginnovations.com

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