



CHUV Improves Security Awareness and Mission-critical Services Management with NEXThink

Case Study

CHUV, one of the 5 University Hospitals in Switzerland (Basel, Bern, Geneva and Zurich), chose NEXThink as their standard toolbox to monitor desktop activities for improving security, troubleshooting, performance and availability.

NEXThink's easy-to-use graphical interface and investigation capabilities saved CHUV's operational stakeholders significant amounts of time and resources by providing a dynamic view of the real utilization of their IT-Infrastructure.

Thanks to the one click investigations, the provided templates and the NEXThink Library, it is now easier and faster to retrieve information required to get the permanent, contextual and global view of the information systems from an end user perspective.

The Challenge

As a large and international University Hospital, CHUV is challenged with maintaining complex IT infrastructure serving multiple and diverse audiences but limited human resources. These large environments yield enormous amounts of new data and require constant application upgrades.

As IT healthcare solutions are more and more widely used by physicians and nurses, there is a need to enforce medical safety practices using medical IT solutions. Bridging the gap between IT technical aspects and medical teams concerns in respect to all legal obligations is the mandatory task for all IT service providers in the healthcare environment.

High level departmental points of control need to be provided to build monitoring care solutions for RIS (Radiology Information System), PACS (Picture Archiving and Communication System), LIS (Laboratory Information Systems), EMR (Electronic Medical Record), CPOE (Computerized Order Physician Entries) and others.

Working with traditional monitoring tools CHUV's operational stakeholders were challenged with discovering the real IT infrastructure usage and the need to respond quickly and accurately to any matters to improve user satisfaction and security posture.

Vincent Graf, in charge of the network in the Infrastructure Department at CHUV explains, *"Most of application performance and availability failures, especially for PACS, were blamed on infrastructure problems and we faced challenges to pinpoint quickly on the root causes and measuring systems availability based on the agreed Service Level Agreements (SLAs)"*.

Graf and his colleagues also faced traditional organizational challenges. With IT stakeholders traditionally organized in a silo organization, there was no common established language based on shared and hard data to improve communication between IT stakeholders and application owners.

NEXThink Solution for Improving Visibility

Managing infrastructure from an end user perspective was not the preliminary concern of the IS department. But once Graf and his manager, Stéphan Misteli, Head of Infrastructure Department, understood it might improve visibility of the real utilization of their infrastructure, they decided to move forward with "NEXThink Endpoint Activity Baseline", the first step of the NEXThink solution's process, to get a better view on the offering capabilities.

Within few weeks, Vincent Graf explains, *"NEXThink solution helped us to investigate on real issues with accurate and permanently available information without any specific queries"*.

After more than two years of experience with NEXThink solutions, Graf adds, *"To the contrary of usual infrastructure sniffers, by adding the view from the user perspective, NEXThink provided an instant and permanent cartography of the real utilization, delivering support to Configuration Management, Change Management and Incident Management troubleshooting. NEXThink helps improving our Service Quality and productivity without staffing additional personnel"*.

Regarding the evolution of the NEXThink solutions, Graf says, "I am very confident in NEXThink's technical ability to deliver. Two years after our decision to go with NEXThink, we continue to be very happy with the progress of the solutions NEXThink has developed. Without hesitation, I would recommend to any of my colleagues from similar organizations to deploy NEXThink into their entire IT infrastructure".

NEXThink Solution for Managing SLA

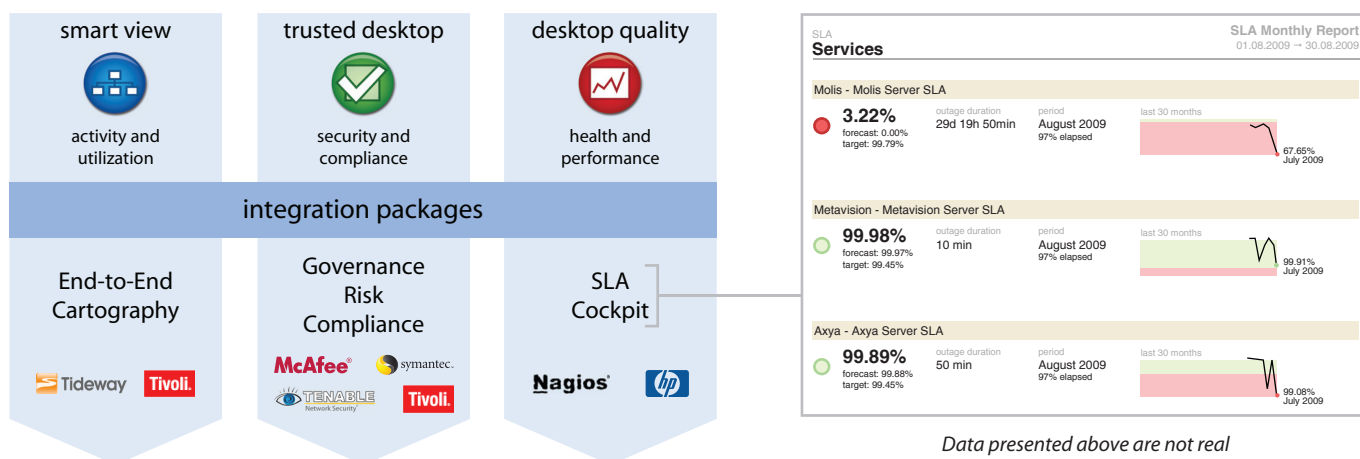
Once Misteli and Graf determined what they were looking for "Measuring the quality of Service based on agreed SLAs", they evaluated several products and choose a packaged solution based on open source solutions. But the application was not delivering what had initially been promised, especially in delivery synthetic service level reports.

The idea to reuse the NEXThink Portal to integrate Nagios checks was initiated by Graf. SLA Cockpit project was launched in spring 2009 and three months later it proved to be a significant contribution for the operations of Real-Time Service Quality measurement for all application managers.

On the promise of the SLA Cockpit, Graf explains, "NEXThink provides the real-time data we need to instantly measure availability based on agreed Service Level Agreements and to communicate within our entire IT department including Application Managers and Helpdesk. The visibility on all service components helps reducing time to agree on root causes and finally improving remediation of any issue reported by users in a reactive mode. Moreover, NEXThink's historical and SLA based dashboard provides us the capability to proactively prevent potential issues and reduction of service. The high level monitoring view NEXThink provided can then be directly used by professionals to enforce solutions adoption¹, efficiency, evolution and compliance to confidentiality".

The SLA Cockpit is now an entire part of the NEXThink standard solutions deployed in many other locations and activities.

¹It has been proved that perceived service level (PSL) influenced healthcare workers' willingness to use application service oriented medical records.



Instant, permanent, contextual, global vision

About NEXThink

Founded in 2004, NEXThink, a Swiss Company, is the leader in enterprise desktop monitoring with its NEXThink V3 software, a patented and award-winning technology. This powerful and real-time monitoring solution offers IT leaders the essential information and visibility for managing high-quality, cost effective and secure end-user computing environment. Better manageability is a key success factor to lower the TCO (Total Cost of Ownership) by improving standardization, minimizing disruptions, enforcing compliance and improving performance (Source: Gartner, How to Reduce Your PC TCO 30% in 2011).