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**CHRIS BINGHAM**  
TECHNICAL SERVICES MANAGER  
HEALTHMEDX, INC.

#### INDUSTRY

Health Information Technology and Software as a Service

#### CHALLENGE

HMX needed to keep its hosted applications performing reliably while maximizing the use of its internal resources so it could provide exceptional customer service and focus on adding value to its product.

#### WHY END-USER EXPERIENCE MANAGEMENT?

HMX desired visibility into servers and network connections to quickly pinpoint the source of any problem.

#### SOLUTION

Coradiant TrueSight gave HMX a holistic view of the end-to-end latency of its solution and total insight into the user experience.

#### KEY BENEFITS

- Reduces the time to troubleshoot issues from days or weeks to minutes thus improving customer service.
- Improves customer confidence and trust by allowing HMX to determine, own and resolve problems quickly.
- Allows internal resources to focus on development of new product capabilities and plans for future growth.



## HEALTHMEDX OPTIMIZES APPLICATION PERFORMANCE WITH CORADIANT END-USER EXPERIENCE MANAGEMENT

*HealthMEDX, Inc. (HMX) specializes in software solutions for long-term care, home care and rehab providers. Their customer base ranges from small- and medium-sized organizations to some of the largest providers in the industry. Reliable performance is vital for the clinical and business processes these organizations manage with the CareMEDX product suite. Downtime or slow performance impacts patient care and safety as well as the financial health of the overall organization. HealthMEDX recommends TrueSight™ as part of its “best practices” to their customers.*

CareMEDX is an integrated software solution that manages the entire continuum of care for extended care organizations. HMX provides ASP hosting capabilities for customers to access over the web; alternatively customers can license the CareMEDX application and operate this solution on their own in-house servers. With a large data center for its hosted service, HMX chose Coradiant TrueSight End-User Experience Management to ensure that customer operations function at peak performance. HMX also recommends TrueSight as part of its “best practices” solution for customers who operate CareMEDX in-house.

HMX employs 60 servers at the data center to host the 14-18,000 total users of CareMEDX. Typically, 2,500-3,500 of these users access the service simultaneously with spikes of up to 5,000 users. Despite its large user base, HMX is an efficient organization that must make the most of its resources. It is important that HMX minimize time troubleshooting performance issues so they can devote more time to improving

its product and building customer relationships. According to Chris Bingham, Technical Services Manager at HMX, “Every minute we’re not writing new code or improving existing code is a minute we’re not producing results. Additionally, our data center hosting is our services arm and we’re selling a relationship. To succeed, it’s imperative that we diagnose and fix issues quickly.”

Although HMX sought help troubleshooting, it had difficulty finding a solid solution. An off-the-shelf solution not only didn’t work but crashed its environment. But as HMX began to develop its own solution, they saw a demo for the Coradiant TrueSight IM™ Incident Management solution.

“We bought it the next day. It was simple to install, intuitive, and showed things that used to take hours to decode—user sessions as well as network, host and SSL latency—graphically in real time,” said Bingham.

## CASE STUDY

***“TrueSight IM™ was simple to install, intuitive, and showed things that used to take hours to decode graphically in real time.”***



*Initially, the HMX team used Coradiant TrueSight to fine tune configuration settings and establish performance baselines. Today it is used for ongoing monitoring, tracking the impact of changes, and troubleshooting.*

“We’ve used TrueSight IM to create a dashboard with a set of watch points that define the health of CareMEDX across our enterprise. Alerts notify us immediately when those points violate specified thresholds. We also use TrueSight reports to manage end-to-end latency for each URL we host. This allows us to be proactive in managing system performance,” states Bingham.

If a user calls with a problem, TrueSight reports help determine if the issue is with the server or the network. TrueSight also provides detailed session information that enables HMX to fix the problem—even if the issue is at the customer site. One example, according to Bingham, “if it’s taking 30 minutes for a user to run a census list report, we can see the request type, the configuration parameters, and the web server it went to as well as the time it typically takes to run this report. This helps determine if there’s a problem and if there is, which parameters are being used and how we can remedy the problem.”

### **FASTER TROUBLESHOOTING, GREATER TRUST, AND A BRIGHTER FUTURE**

Coradiant has helped HMX dramatically reduce the time it takes to troubleshoot problems, while improving customer confidence in their services, and allowing them to focus on growth. “Using traditional tools, finding the cause of a problem could take hours to days or even weeks. But now we know where to start within minutes,” said Bingham. “This improves our customer service by allowing us to resolve problems much faster.”

Bingham affirms, “Now instead of a nebulous ‘we’ll get back to you,’ we can show customers exactly what happened and how to fix it. This has improved customer confidence in our data center services because they know we can and will address any problem immediately.”

According to Bingham, “Rather than spending a lot of time troubleshooting, we can focus on developing new capabilities and planning for growth – isn’t that what it’s all about?”



***“Now, with TrueSight, instead of a nebulous ‘we’ll get back to you,’ we can show customers exactly what happened and how to fix it.”***

### **ABOUT HEALTHMEDX**

HealthMEDX, Inc. is the industry leader of integrated software solutions for the extended care market. The CareMEDX product suite is the only web-based solution that addresses the needs of long-term care, home care and rehab providers. Product and services depth positions HealthMEDX as a leading innovator in the health information technology community.

The CareMEDX product suite is unsurpassed, featuring the clinical electronic medical record (EMR), census / patient management, financial, analytics, dashboard, workflow and portal.

HealthMEDX is focused on helping improve the quality of care, maximizing productivity, supporting business growth, and managing risk.

[www.HealthMEDX.com](http://www.HealthMEDX.com)

### **ABOUT CORADIANT**

Coradiant is the leading provider of equipment used to manage, optimize and troubleshoot web applications. Coradiant's award-winning TrueSight products use customer metrics gathered from each web user visit as their primary data source for IT management. Coradiant End-User Experience Management products are deployed in hundreds of leading organizations and Fortune 500 companies including software as a service (SaaS), e-commerce, entertainment, finance, insurance, healthcare, and education. Coradiant is headquartered in San Diego with offices in North America and Europe.

For more information please see  
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