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PETER GUZZETTI
PRODUCT MANAGER FOR SYSTEMS
MANAGEMENT SERVICE
SIEMENS HEALTHCARE

INDUSTRY

Hosted Healthcare Information Solutions, ASP, SaaS

CHALLENGE

The hosted Siemens healthcare information systems provide data that is critical to decision making about patient care, often in an emergency setting. Since healthcare providers can't afford to waste time, the system needed to provide high reliability and high performance.

WHY END-USER EXPERIENCE MANAGEMENT?

Siemens wanted visibility into individual user sessions and entire customer groups in real time to speed troubleshooting and help optimize the end-user experience. In addition, it needed trend reporting capabilities to perform proactive capacity planning and aid in continuous improvement of application delivery.

SOLUTION

Coradiant TrueSight gives Siemens a holistic view and total visibility into the user experience for every end user at every customer site.

KEY BENEFITS

- Immediately identify end user problems. Troubleshooting is now nearly instant, rather than a multi-day process.
- View performance trends to better plan capacity
- Spot unanticipated problems to enable developers to continually optimize the application
- Help Siemens continuously improve its product's reliability and performance to maintain its long standing leadership in the hosted healthcare system market

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CORADIANT SUPPORTS SIEMENS HEALTHCARE INFORMATION SYSTEMS

Siemens Healthcare, one of the world's largest suppliers to the healthcare industry, gives hospitals the option of deploying its next-generation healthcare information systems through a hosted environment. Siemens offers a full range of clinical, financial, and operational applications that healthcare professionals access via web browsers. Siemens central data center supports all of Siemens hosted customers—hundreds of hospitals and medical centers and thousands of end users.

The Siemens applications streamline access to patient data throughout the entire clinical decision process to help healthcare institutions enhance patient care, improve patient safety initiatives, and reduce healthcare costs.

Built on more than 36 years of experience, Siemens Information Systems Center (ISC) provides solutions that help healthcare organizations reduce costs and increase operational efficiencies. The ISC delivers state-of-the-art security, scalability, availability, performance, and responsiveness to more than 1000 healthcare organizations. Based in Malvern, Pennsylvania, the ISC is the healthcare industry's most sophisticated network operations center for the remote hosting of applications.

After extensive research, Siemens chose Coradiant TrueSight™ IM Incident Management and TrueSight™ BI Business Intelligence solutions to help ensure that their systems consistently deliver reliability and high performance to support patient care and other critical hospital operations.

ACCURATE PERFORMANCE AND HIGH RELIABILITY

“High levels of performance are critical for our users,” said Mike Long, Senior Vice President, Global Services for Siemens Medical Solutions USA. “Physicians, nurses and other healthcare professionals use our system throughout the day

to look at patient data, lab results, diagnostic images and other information to make critical decisions—often about emergency patient care. The system has to provide high-quality and reliable performance. If it doesn't, hospitals are unable to operate efficiently, which can put patient safety at risk.

“Performance was difficult to gauge correctly due to the nature of the web,” said Peter Guzzetti, Siemens Product Manager for Systems Management Services. “We wanted to constantly improve the reliability and performance of our hosted service and proactively monitor response time.”

LEADING END-USER VISIBILITY

The visibility that TrueSight provides has dramatically improved Siemens monitoring, troubleshooting, and capacity planning efforts. TrueSight IM allows technical support personnel to view complete session data for individual users in a highly secure manner that protects confidential patient information. Said Guzzetti, “Previously, if customers had an intermittent problem we would work with them to reproduce it, which was often a multi-day effort. Now, because we have complete visibility into session data for every end user, we can troubleshoot and fix problems immediately. This dramatically improves customer satisfaction.”

CASE STUDY

“Coradiant has helped us to gain the next level of visibility into our systems performance so that we can ensure response time commitments to our customers.”

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“TrueSight also helps us be more proactive in assisting customers,” said Guzzetti. “We can even detect browser configuration problems at the customer site. If, for example, we find an error saying that browsers aren’t properly caching, resulting in performance issues, we are able to make recommendations to enable more efficient operation.”

EASE OF INSTALLATION AND DEPLOYMENT

“Most systems required considerable initial setup and ongoing maintenance,” said Guzzetti. “TrueSight is a turnkey system, making it easy to monitor our entire system without customization. TrueSight was a compelling solution that offered sufficient scalability to support all of our hospital clients and all of the users at each client site.”

BUSINESS RESULTS

Siemens application developers and engineers use TrueSight data to continually optimize their applications. Said Guzzetti, “TrueSight data helps us continuously optimize our applications to improve the quality of the end user experience.”

“Siemens has remained a leading provider of hosted healthcare systems for over 30 years because of our commitment to continuous

improvement,” said Guzzetti. “Coradiant has helped us to gain the next level of visibility into our systems performance so that we can ensure response time commitments to our customers. This enables us to keep improving the quality and efficiency of Siemens healthcare IT solutions—and ultimately improve quality of care for patients.”



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ABOUT SIEMENS HEALTHCARE

Siemens Healthcare is one of the world’s largest suppliers to the healthcare industry. The company is a renowned medical solutions provider with core competence and innovative strength in diagnostic and therapeutic technologies as well as in knowledge engineering, including information technology and system integration. Further information can be found by visiting www.siemens.com/healthcare.

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 www.coradiant.com or call 1-877-731-7277

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