

AI-driven performance monitoring completely clears performance problems at healthcare agency Swish

Medical and research professionals world wide no longer have emergencies or critical inconveniences when critical medical data access is at risk.

Customer Story



Industry

Healthcare

Challenge

Needed to assure performance and lower risk for clinical trial and medical research online users and information.

Solution

Dynatrace

Results

- Improved critical applications from the perspective of the end-user
- All performance data is securely managed, analyze and alerted for quality performance at all times
- Can now easily measure / reprot kpi's for critical apps, including mobile
- UX metrics drive continually optimization and user experience improvements

There are hundreds of applications containing data that is vital to the medical and science professionals that access it. Efficiently interacting with these important applications is crucial to enabling medical professionals to do their jobs as well as saving lives.

To IT departments delivering on availability, user experience and performance objectives is mission critical. However, with this quantity of medical research applications being used over the internet, performance troubleshooting can be difficult.

Challenge

The challenge for this U.S. Healthcare agency had three key components.

First, performance and availability of these websites has a huge impact on medical research, advancements, funding and public health. Those who need timely access to the data can be greatly impacted by performance and availability. Professionals who conduct clinical trials and medical research need to post information to these sites in real time and research organizations rely on this data for critical grants that impact the future funding of life changing research

Second, the CIO is accountable to the business for critical application availability, accessibility and performance. However, measuring and reporting these KPIs presents yet another challenge.

Third, the IT staff need to rapidly identify issues, triage to the appropriate team, and optimize their Mean-Time-To-Repair (MTTR).

Solution

By deploying remotely-managed Dynatrace Synthetic test agents, Swish monitors the performance of these critical web applications from the perspective of the end users. Swish's solution combines public test agents with Software Private Agent (SWPA) appliances based on Dynatrace Synthetic Monitoring. Synthetic Monitoring generates and analyzes realistic traffic on web applications to ensure the availability and performance of live services. Swish placed the SWPA appliances in strategic medical community locations nationwide.

The appliances are built on secured Window's 10 and are completely plug-and-play. Because Dynatrace Synthetic monitoring uses real browsers, any interactive business workflow can be simulated, even complex, logical web services. All performance data is securely managed, analyzed and alerted by the Dynatrace platform.

Swish deployed and maintains this application performance solution as a fully managed service. In addition to the provision and implementation of the SWPA appliances, Swish provides deployment assistance, adoption facilitation, training, remote operations of all agents and custom software that ensures the SWPAs are running after system reboots.

Benefits

With the deployment of this managed service solution from Swish, medical and research professionals worldwide are spared the inconvenience and oftentimes emergency when critical medical data cannot be obtained.

The CIO can now easily measure and transparently report KPIs for the agency's critical applications, to include mobile access.

The infrastructure and application teams can rapidly triage issues to their respective teams optimizing MTTR, maintain a quality experience for the user, and furnish executives with insight into the customer experience. The end user experience metrics also prove useful for web optimization and user experience improvements.

About Swish

Swish provides expertise in IT modernization, performance engineering and cyber security. We combine our extensive experience and diverse skillsets to help you operate successfully in a multi-cloud architecture.

Dynatrace Digital Performance Platform — it's digital business...transformed.

Successfully improve your user experiences, launch new initiatives with confidence, reduce operational complexity and go to market faster than your competition. With the world's most complete, powerful and flexible digital performance platform for today's digital enterprises, Dynatrace has you covered.



Dynatrace's Digital Experience Insights is designed to drive an active performance optimization strategy and culture with synthetic monitoring technology, even if you don't have a lot of time or resources in-house.

[Learn more at dynatrace.com](https://www.dynatrace.com)

Dynatrace has redefined how you monitor today's digital ecosystems. AI-powered, full stack and completely automated, it's the only solution that provides answers, not just data, based on deep insight into every user, every transaction, across every application. The world's leading brands, including, 72 of the Fortune 100, trust Dynatrace to optimize customer experiences, innovate faster and modernize IT operations with absolute confidence.

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