



HEALTHCARE: YOUR APPS CAN'T GO OFFLINE

Aruba User Experience Insight

PROBLEM

When your apps underperform, so does your business

Digital transformation is a Herculean task tied to maintaining a reliable and high performing network. Imagine keeping a hospital running at its best as it involves everything from patient admission, easy access to EMR and clinical apps, to a super-fast guest network. Add to it the fact that a hospital never sleeps, which means help desk calls are always possible. The same is now happening in most offices due to an always-on workplace model.

CHALLENGE

Monitoring app performance 24x7 is difficult

Ensuring 24x7 uptime for critical apps requires end-to-end visibility from the edge to the cloud. An IT team needs precise information to analyze user complaints and fix them rapidly, but IT is not always available to look into every network issue. These situations require the use of a full-time application and network monitoring tool that can test the performance of different apps on a network and highlight potential issues.

SOLUTION

Always on 'User Experience Insight' (UXI)

Deploying Aruba UXI is an efficient way to monitor the network and application performance from an end-to-end user perspective. Simple to deploy sensors test the behavior of critical on-premises and cloud applications by measuring reachability and responsiveness. This gives IT teams the visibility needed to rapidly troubleshoot possible network issues without any truck roll.

With built in AI for IT operations (AIOps), Aruba UXI automatically baselines the performance of applications over time for each location a sensor is deployed, and alerts IT teams of a critical application getting impacted. The end result is a proactive solution that enhances ITs ability to improve the user experience on the network, while delivering the 24x7 visibility the business needs.

A real-life example

A large hospital in the U.S. was tasked with improving their caregivers' and patients' experience during the Covid-19 pandemic as the staff saw a heavy and endless workload. The hospital's IT department was mandated to ensure satisfactory application performance for EHR, VDI collaboration tools, VoIP applications, and network coverage for extra patients and guests.

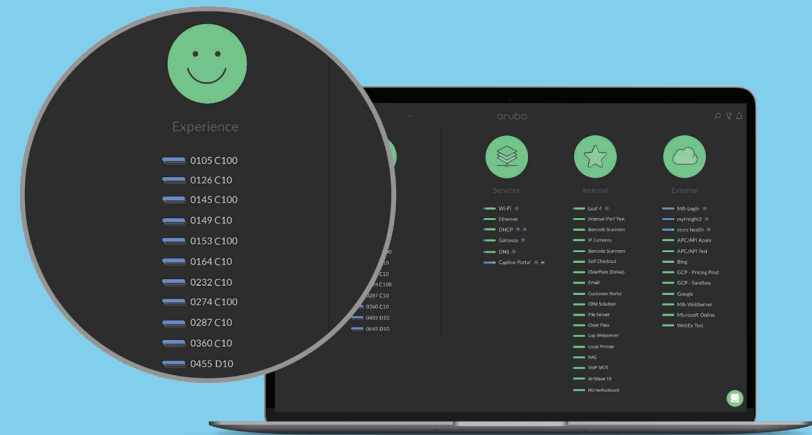
In the event of a network issue, strict mandates limiting the movement of people made it difficult for a technician to go onsite to fix the problem. With 24x7 support to on-demand healthcare and telemedicine, these network issues kept on increasing in number.

The hospital IT team was getting repeated complaints from nurses about the responsiveness of some apps over Wi-Fi that was hampering their jobs. To efficiently tackle these increasing and often intermittent issues, the hospital deployed Aruba UXI sensors. Tests were then setup to measure the behavior of their most critical apps to analyze when and where the staff were seeing problems.

With 24x7 testing of critical applications, UXI with Incident Detection helped the IT team find specific issues in the network that were due to slowness in DNS responses over Wi-Fi. It was found that the DNS servers were running on old compute equipment and servers were maxing out due to high traffic load. With Aruba UXI, the team had the data needed to quickly resolve the issue, which resulted in a sharp decrease in help desk calls.

SUMMARY

Aruba's User Experience Insight delivered an immediate return on investment and helped the customer boost the performance of critical healthcare apps. Aruba UXI helped the IT team to quickly find and resolve an intermittent bottleneck issue. This enabled the IT team to streamline their troubleshooting efforts, while also enhancing their ability to resolve issues remotely.



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