Goliath McKesson Application Module

End User Experience, Virtual Desktop Infrastructure and EMR/EHR Performance

CHALLENGE:

There are many infrastructure-related deployment and ongoing management issues that can cause an IT professional difficulty when supporting EHR/EMR applications. The root causes of performance issues are not easy to determine and, when usability issues arise, the application itself is often blamed. This misdiagnosis can erode confidence in the application and IT support staff, while slowing the process of determining true root cause. This makes long term resolution and consistent positive end user experience are difficult to achieve.

SOLUTION:

Goliath Technologies provides a single view into McKesson, Citrix, and the supporting virtual and physical infrastructure so that the root cause of an issue can accurately be determined and resolution actions can be focused on the appropriate application delivery element. Goliath's McKesson Application Module provides out-of-the-box support for McKesson through purpose-built monitoring rules, alerts, dashboards, and reports. The data from Goliath's reports can be included when system administrators open a support task with McKesson to hasten remediation.
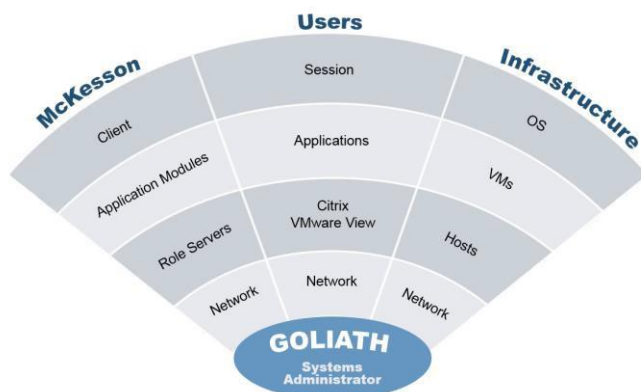
McKesson Application Module

Administrators can be proactive and ensure the availability of key role servers in the McKesson infrastructure so end users can always execute the necessary transactions.

Three-Tiers of Visibility

The application delivery stack is commonly referred to as tiers. These interrelated infrastructure elements must function together to ensure application availability. This information is frequently siloed, preventing correlation of metrics between User Sessions and Citrix, Infrastructure elements such as OS, VMs, and Hosts, and the McKesson Application itself. Goliath enables you to see what's happening in each tier and how it is affecting the delivery of the application to the end user.

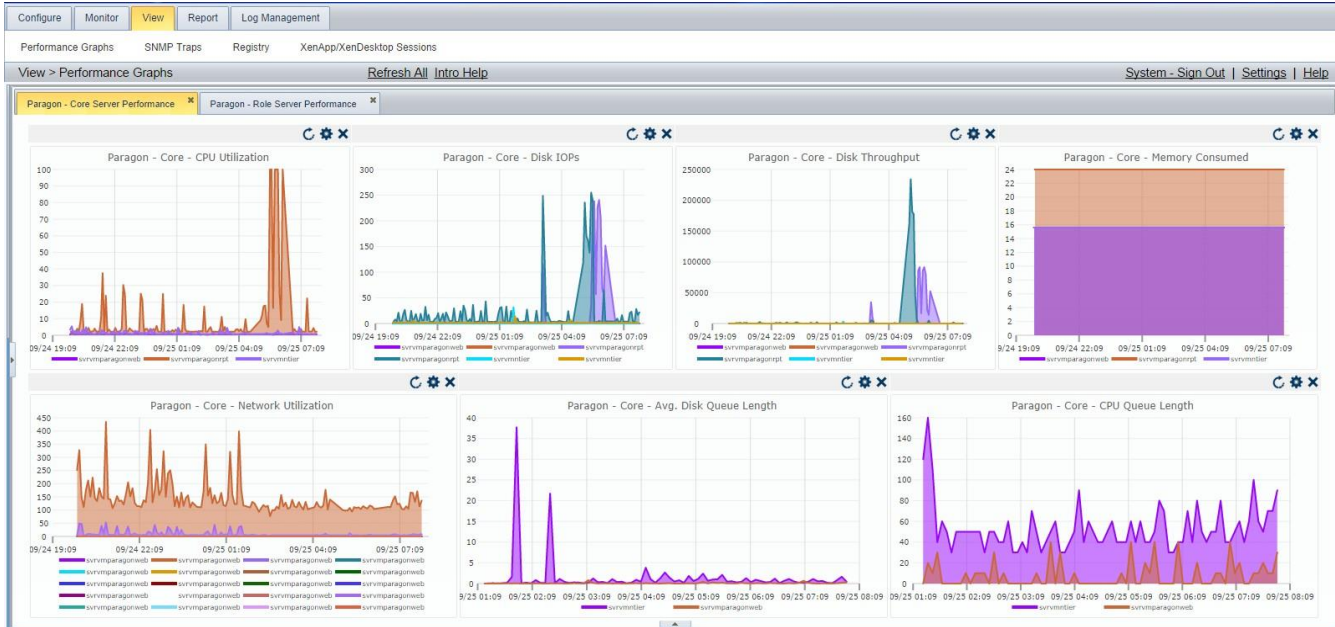### McKesson Application Module

- Dashboards that track Key Performance Metrics
- Health Check Reports
- Preconfigured Monitors and Alerts
    - 43 known failure points and conditions that precede performance issues
    - Core servers: nTier server, database, and web server
    - Job specific role servers: LABPROC, RXPROC, MRPROC, RADPROC, MMPROC, ClosingPC
    - 3rd Party Applications: Zetafax or RightFax
    - Integration Engine: Cloverleaf or Corepoint
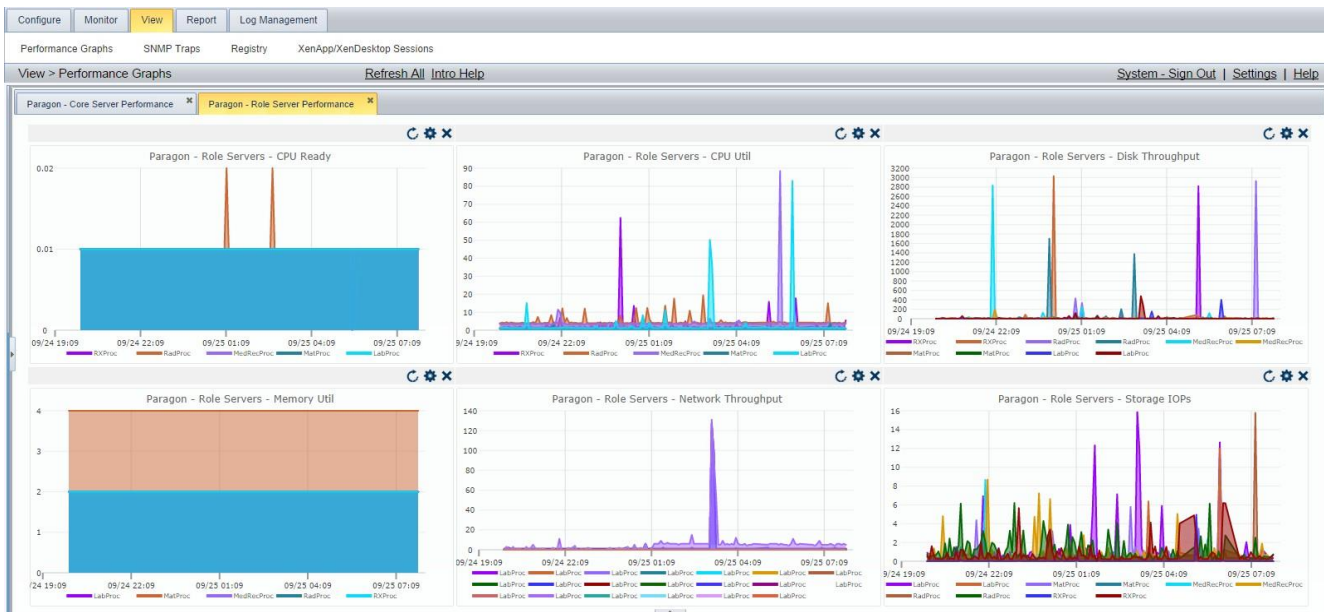

REQUEST A DEMO TODAY!

Goliath McKesson Application Module

![GOLIATH TECHNOLOGIES]

Performance Trending Dashboards for Proactive Analysis and Planning

Core Paragon Servers

Isolate and trend key performance metrics and resource utilization on the **Core Paragon Servers** – nTier, Database, and Webserver – so administrators can easily identify bottlenecks or trending utilization in CPU, Memory, Disk IOPs, Disk Throughput, Network, CPU Ready, CPU Queue Length, and Disk Queue Length.

Paragon Role Servers

Isolate and trend key performance metrics and resource utilization on the **Paragon Role Servers** – LABPROC, MMPROC, RADPROC, MATPROC, ClosingPC, MRPROC – so administrators can easily identify bottlenecks or trending utilization in CPU, Memory, Disk IOPs, Disk Throughput, Network, CPU Ready, CPU Queue Length and Disk Queue Length.