

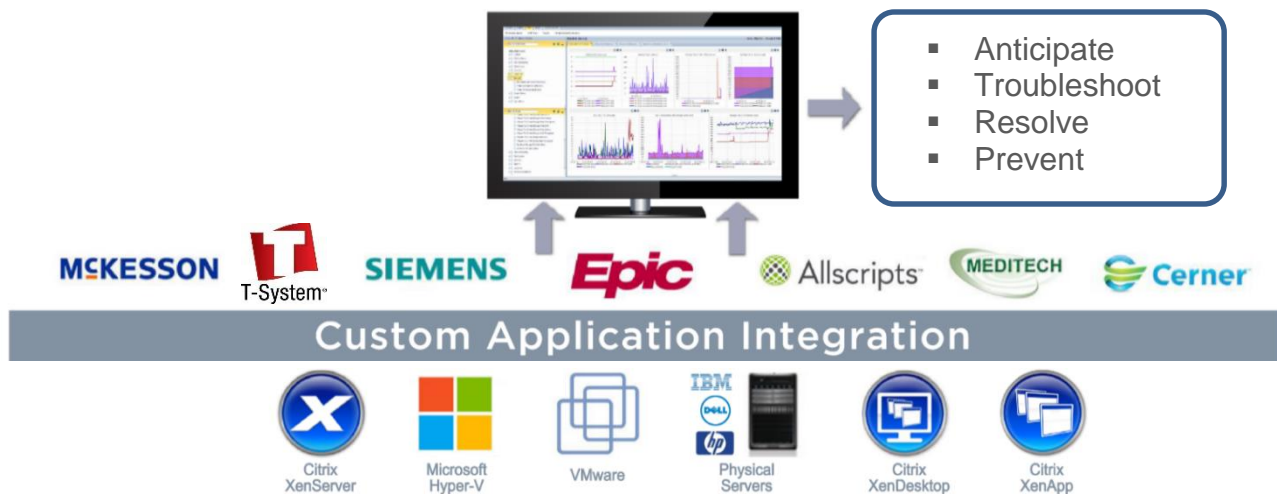
# Proactive EHR/EMR Performance Monitoring

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

### SOLUTION:

Goliath Technologies provides a single view into End User Experience, EHR/EMR Applications, Virtual Desktop Infrastructure Citrix, and the supporting virtual servers so that the root cause of an issue can be determined and resolution actions can be focused on the appropriate application delivery element. Goliath's EHR/EMR Application Modules include purpose-built monitoring rules, alerts, dashboards, and reports.

Goliath is used by Healthcare CIOs to proactively manage the Citrix infrastructure and these EHR/EMR applications:

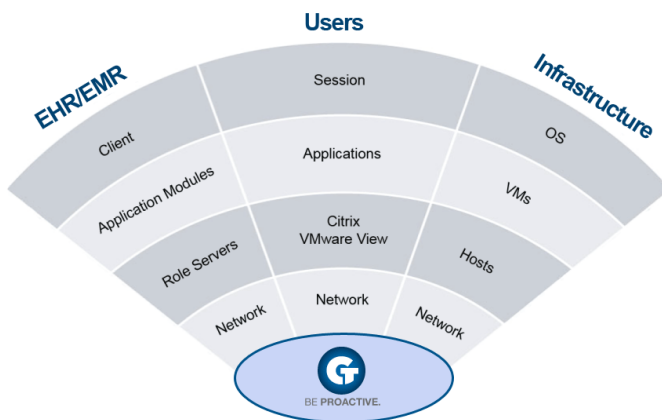


### EHR/EMR Application Modules

Goliath's EHR/EMR Application Modules are preconfigured to monitor key role servers in the infrastructure including background job clients, data repository machines, connection machines, transaction servers, and clients. Goliath also provides the ability to ensure the uptime and remediate any service failures so end users can always execute the necessary transactions.

### Three-Tiers of Visibility in One Console

Goliath provides visibility into all the elements involved in the application delivery process and the dependencies between them.



### EHR/EMR Application Modules Include:

- Performance Dashboards:
  - Track EHR/EMR Key Performance Metrics
  - Correlate Underlying Infrastructure – OS & Hypervisor
- Reports:
  - EHR/EMR Faults and Errors
  - Related Infrastructure Fault Analysis
- End User Experience Management:
  - Logon Duration Reports with Drilldown Analysis
  - End User Experience Real-Time Dashboards & Historical Reports
  - End User Connection Report
- Automated Remediation Actions for:
  - Applications
  - Citrix XenApp & XenDesktop
  - Windows, Linux, Unix
  - Virtual Machines
- Preconfigured Alerts & Alert Resolution Feature

# Goliath EHR/EMR Application Modules

## Performance Trending Dashboards for Proactive Analysis and Planning

Goliath provides the ability to deliver visibility into EHR/EMR Applications so that administrators can trend performance for client, server performance, error, resynchronization, and thread pool handling.



“In Approximately one week, support tickets dropped by 25%”

“Working with Goliath Technologies was refreshing. We challenged Goliath to resolve issues related to Citrix, McKesson, and Allscripts. They installed their product in one day. In approximately one week, support tickets dropped by 25%.”

**Chad Brisendine, VP/CIO of St. Luke’s University Health Network**



“93% Quality of Service Rating”

“By using Goliath’s McKesson Performance Monitoring Module, our Internal Quality of Service Rating jumped 17%, giving us a 93% approval rating. Additionally, we were able to drop the cost of level I support tickets by 98%, from \$22 to 50¢ per ticket, by automating certain remediation sequences.”

**Val King, CIO at Val Verde Regional Medical Center**

**Get A 30-DAY FREE TRIAL AND DEMO TODAY!**

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