

Allscripts Performance Monitoring

Supports Sunrise & Touchworks

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

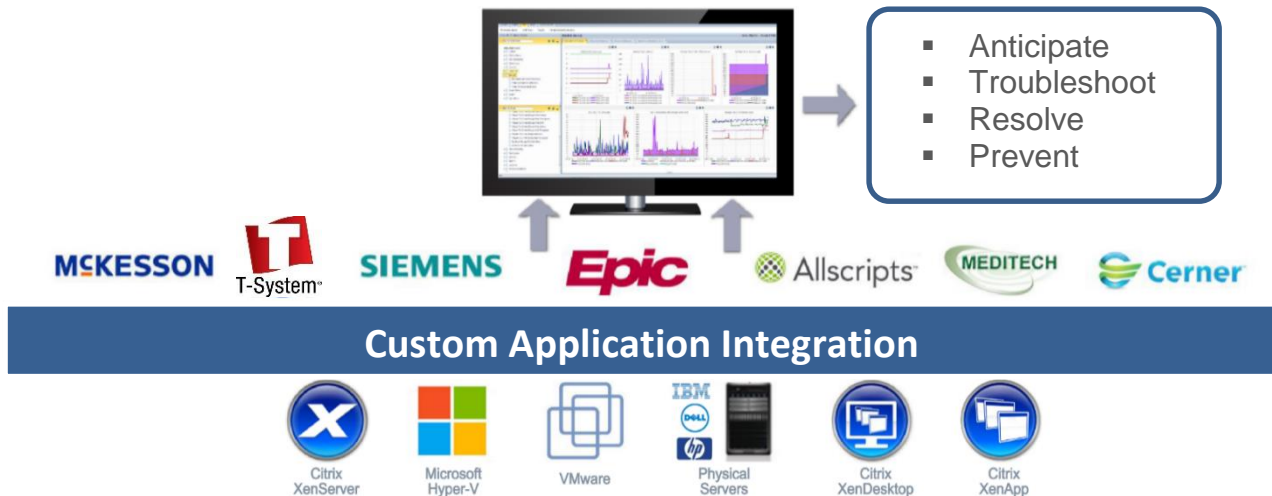
CHALLENGE:

There are many infrastructure related deployment and ongoing management issues that can cause an IT professional difficulty when supporting EHR/EMR applications. The root cause 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 also slowing the process of determining the true root cause. This makes it difficult to prevent issues and provide a consistent, positive end user experience.

SOLUTION:

Goliath Technologies provides a single view into Allscripts, 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 Allscripts Application Module provide out-of-the-box support through 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:

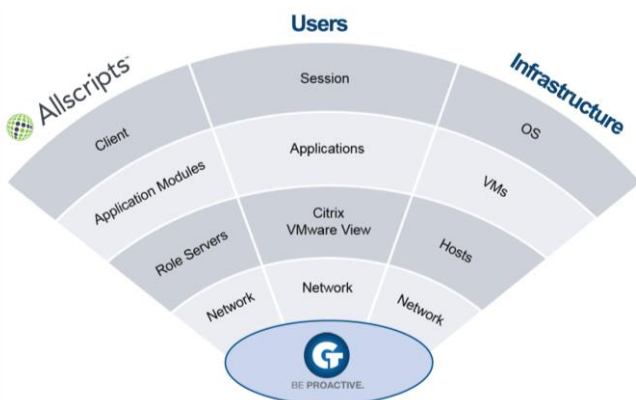


Allscripts Application Module

Goliath's Allscripts Application Module are preconfigured to monitor key role servers in the infrastructure including the database, application, and web servers. 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.



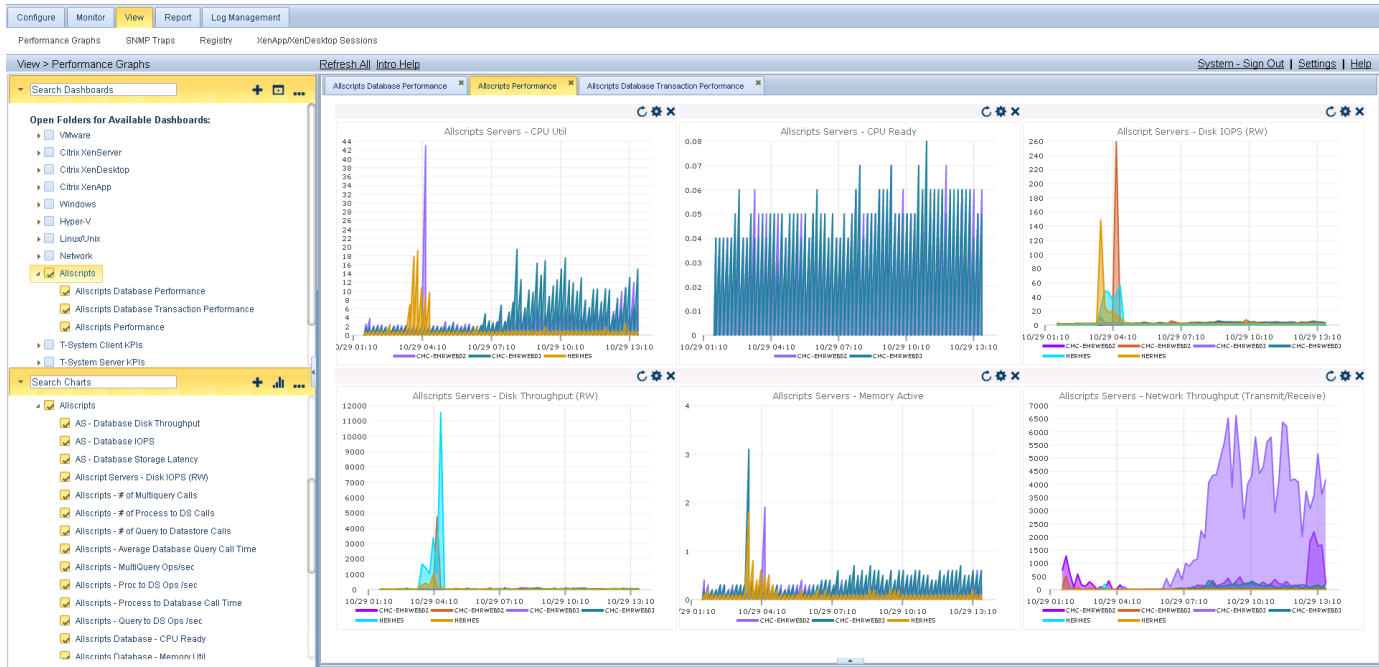
Allscripts Application Module Includes:

- 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 Allscripts Application Module

Performance Trending Dashboards for Proactive Analysis and Planning

Goliath provides the ability to deliver visibility into Allscripts 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



“We selected Goliath over competing products”

“We selected Goliath over competing products because they align our EHR applications with our Citrix delivery infrastructure. The proactive nature of Goliath’s technology will allow us to rapidly anticipate, troubleshoot, and remediate performance issues related to Allscripts, Siemens, and T-System.”

Peter Malloy, CIO at Chesire Medical Center

Get A 30-DAY FREE TRIAL AND DEMO TODAY!

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