

MEDITECH Application Module

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

"90% Reduction of performance issues within our MEDITECH and Citrix Environment."
-Derek Seiber, Systems Administrator at Memorial Health System

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 providing a consistent positive end user experience difficult to achieve.

SOLUTION:

Goliath Technologies provides a single view into MEDITECH, 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 MEDITECH Application Module provides out-of-the-box support for MEDITECH 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 MEDITECH to hasten remediation.

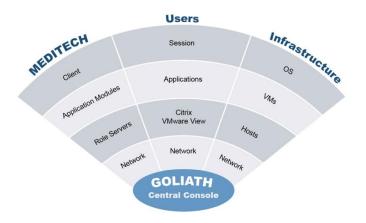
MEDITECH Application Module

Supports MAGIC, Client Server & 6.x versions

The Goliath MEDITECH Application Module is preconfigured to monitor key role servers in the MEDITECH 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 of the ANP Server, MSO, Event Scheduler, MAST, Document Manager, CSFilerserver, Task, and ISB services, so end users can always execute the necessary transactions.

Three-Tiers of Visibility

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



MEDITECH Application Module Includes:

- Performance Dashboards:
 - Track EHR/EMR Key Performance Metrics
 - Correlate Underlying Infrastructure OS & Hypervisor
- Reports:
 - EHR/EMR Faults & 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



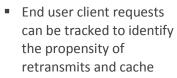
Goliath MEDITECH Application Module

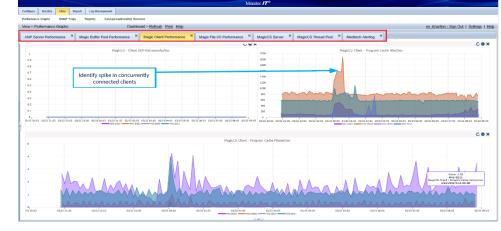
Performance Trending Dashboards for Proactive Analysis and Planning

Goliath provides the ability to deliver visibility into MEDITECH MAGIC, Client Server and MEDITECH 6.x so that administrators can trend performance for ANP server, client, server performance, error, Resynchronization, and thread

pool handling.

 ANP Server Timeouts and Failures can be identified to isolate where a problem is happening, while ANP Server activity can be monitored to track performance.





misses, indicating the frequency of problems that have happened; Cache hits can be tracked to see if certain background job servers are specifically overloaded.

- Poorly formatted queries, client connection, and server connection closes can be identified.
- Resynchronization activity, including problematic trends like redo's and errors, are trended alongside performance metrics to identify bottlenecks or problems in the resync.
- Track connection and background job server thread pools to ensure sufficient threads are available and identify the frequency of none available, while correlating it to client query queue length, delayed write lists, and hung threads.
- Connection and query performance can be tracked to ensure that optimal performance across the farm is achieved, and an imbalance in activity can be quickly identified so administrators can balance load.
- Drill down into the session being delivered to identify any CPU or Memory leaks or if high resource utilization and ICA latency is originating from a runaway process.

MEDITECH Collaboration Reports

The MEDITECH Application Module can create reports on trending issues and errors from MEDITECH. The data from these reports can then be quickly copied from the report to a new task in the MEDITECH Support Portal. The additional data helps provide MEDITECH with the detail to prioritize problems and hasten resolution.

MEDITECH Error Analysis								
EventLog Data Report								
Reporting Period: Tue, February 23, 2016, 03:23 PM — Wed, March 23, 2016, 04:23 PM Report Run: Wed, March 23, 2016, 04:23 PM								
Watch/Alert Name: Description: Watch/Alert Type:	Application Event Log Error Events Monitor Application Event Log for Error Events Event.og/WAGE Event.og/WAGE							
Log Name	Type	Source	ID	User Name	First	Last	Count	Description
Summary for: GOL-LSSEG04								
Application	Error	MagicOS	0		3/17/2016 10:48:36	3/17/2016 10:48:36	1	Description connot be found. Failed to Open Event Log Info in Registry. The following information is part of the event 2:20:20:15:15:52 HANDLE-4.BYTES (O.GBAL HAND PID 000018FC TD 000018FC HANDLE-6.BYTES (O.GBAL HAND PID 000018FC TD 000018FC TO HANDLE-6.BYTES (O.GBAL HAND PID 000018FC TO 000000 FLY OXAGE HANDLE-6.BYTES (O.GBAL HANDLE) OXAGE TO OXAGE TO OXAGE TO EXPLICATE CONSISTED TO 000018AS EBBYT 01D4FBFO EBP 001C1EBS SEPS 01D4FBED TO 000018AS EBBYT 01D4FBFO EBP 001C1EBS SEPS 01D4FBED TO 000018AS EBBYT 01D4FBFO EBP 001C1EBS
Application	Error	MagicO5	0		3/18/2016 00:00:58	3/18/2016 00:00:58	1	Description connot be found. Failed to Open Event Log info in Register-The following information is part of the event 2:02015 15:532 @GC_THREAD.PFSD_1400@Sb-DD PID 0000124C TID 00000028 BUFF 0074-91 CC 0010100 DE 00228000 LEF 000000 DIL 7 EACA AROUNDA ECC'S ADDRANG EEN'T 00000 DIL 7 EACA AROUNDA ECC'S ADDRANG EEN'T 00000 DIL 7 001ECSA_SEPTS 01EFFSD_100000000 DIL 7
Аррдієміон	Error	MagicOS	0		3/18/2016 16:37:54	3/18/2016 16:37:54	1	Description cannot be found. Failed to Open Event Log info in Registry. The Silvering information is part of the west 120/10/15/15/15/1 MANDLE-4.BYTES JOLOBAL MAND PID 00001200 TID 000014/0 BLTFF 0021744 C. SOLICIOS DE OCCIDENCE LO 0000000 FLF OCCIDENCE OCCIDENCE EDXX C 00000000 ESIX 007F36F0 EBP/T 011F/TD EIP-P 001ESES ESPS 0011F600
Summary for: GOL-RM02								
Application	⊠nee .	MagicOS	а		\$18701614.0852	3/18/2016 L4 (8:52)	0	Description contributions Front Front to Open Front Log Info St. Figure The Bellowing information is per of the 2001 200 2011 123:13 [passet] The Third To CARLET FID CONCISSO THE OCCUPANT BUFF COLORED CCS CONSISTED DO COCCESSOD LOC CONCOUNT FOR EACH OCCUPANT COLORED CONCISSOD CONCISSOD TO CONCINCT EACH OCCUPANT CONCISSOD CONCISSO
Application	Error	MagicOS	•		3/18/2016 14:08:55	3/18/2016 14:08:55	1	Description connot be found. Failed to Open Event Log into in Registor The following information is per of the event 420/2015 12/23/2 peace****), ser LEF**(.OARSET PID 00004015 TID 00006005 BUFF OF 18/2000 CO 5 0005100 DE 0000000 LE 00000000 FLF 02040 EAVA 00000000 EUCNID 00000000 EUN'Y 0010CC.DE EDIO** 000055AL EDIO** 017FFFFFF DEST X0018/21 EBP**T 017FFFFF DEST X0018/21 EBP**T 017FFFF DEST X0018/21 EBP**T 017FFFF DEST X0018/21 EBP**T 017FFFF DEST X0018/21 EBP**T 017FFF DEST X0018/21 EBP**T 017FFF DEST X0018/21 EBP**T 017FF DEST X0018/21 E
								Description cannot be found. Failed to Open Event Log info in Registry The following information is not of the event #20/2015

Get A 30-DAY FREE TRIAL AND DEMO TODAY!

1.855.GOLIATH (465.4284) | techinfo@goliathtechnologies.com | www.goliathtechnologies.com









