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.
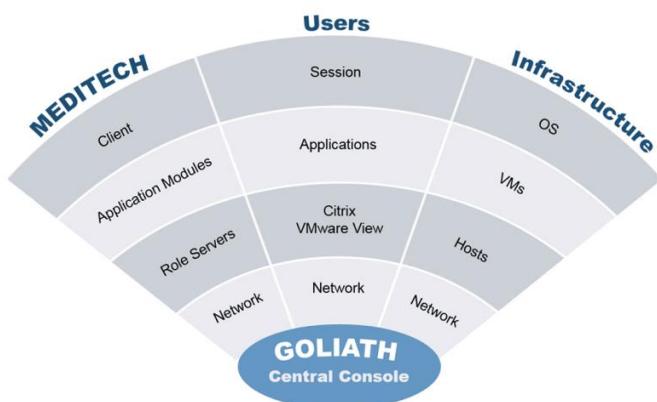
MEDITECH Application Module

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.
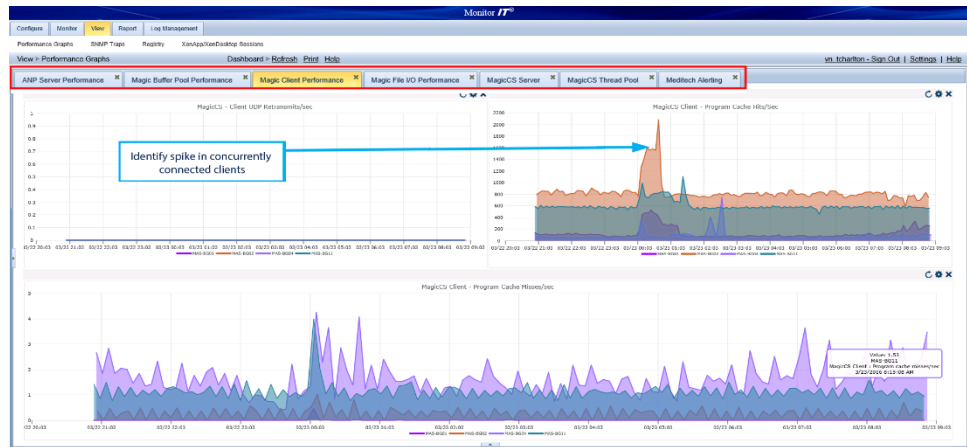

MEDITECH Application Module Includes:

- 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.

- End user client requests can be tracked to identify the propensity of retransmits and cache 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.

Get A 30-DAY FREE TRIAL AND DEMO TODAY!

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