

CASE STUDY

Washington State Healthcare Service Provider depends on BVQ

BVQ

ABOUT THE CASE STUDY

This case study presents how the BVQ solution has been successfully implemented by a health organization to identify performance problems before they affect clinical workflow. Their immediate need is to simplify the monitoring of their mixed IT environment consisting of VMware, NetApp Storage and Brocade SAN.

”

„SVA Software, Inc.'s BVQ solution is simply one of the highest value diagnostic and monitoring solutions I have seen, and we have only scratched the surface.“

- Paul, CIO, Health Care Service Provider

CLIENT

Our client, is a behavioral health organization that provides clinical behavioral healthcare to people of all ages in collaboration with community partners.

The organization has grown because of the important service they are providing to the community. This growth has fueled the need to expand their IT resources to meet the workload needs for performance.

CHALLENGE

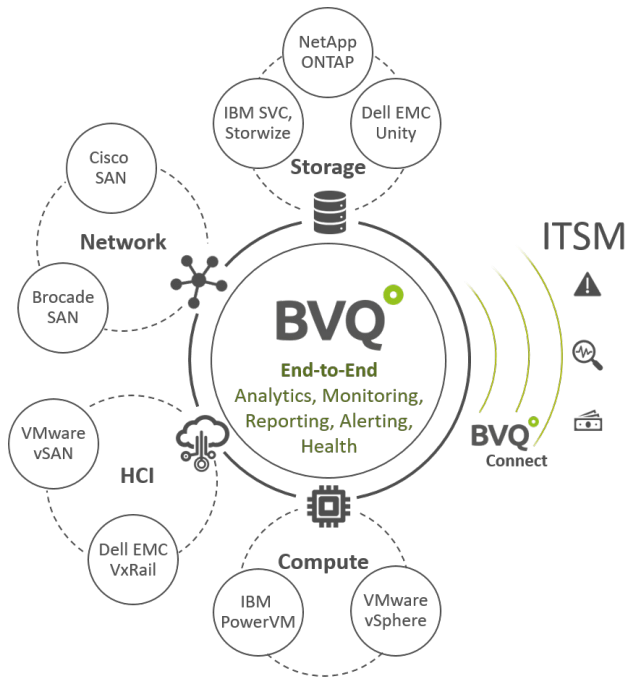
The storage was expanded to meet the data growth and performance demands. However, user access to critical applications and information were taking too long. This performance issue was affecting the clinical service efficiency.

- The Customer was not seeing the expected performance from the Flash array they recently added.
- The existing toolset being used makes it difficult to determine performance issues because of the inability to correlate and analyze information across the resources, compute, storage and SAN layers. This affected the administrator's ability to work efficiently to find the root-cause. In addition, they were looking to simplify the infrastructure monitoring and have a single solution that would be quick to implement and deploy with a short learning curve.
- A major requirement the organization also has, is the ability to integrate the IT infrastructure data with ServiceNow to seamlessly create tickets. After several months of having experienced significant performance issues on the critical applications, BVQ was installed & tested in the customer's data center.

CASE STUDY

Washington State Healthcare Service Provider depends on BVQ

BVQ



INFRASTRUCTURE SCHEMA

- VMware Environment
- NetApp Storage
- Brocade SAN

SOLUTION

• **End-to-end visibility into all layers of the IT infrastructure**
With the BVQ solution, now it's possible to find the root cause of incidents that otherwise would go unnoticed and unresolved.

• The IT staff is more productive because now in a short time, they can pin-point the IT layer where the issue is coming from.

• **Simplify monitoring of multi-vendor IT environments**
With the BVQ systems health map, they have a single automated monitoring solution for VMware, NetApp Storage and SAN.

• The team receives alerts via Email and Slack. The traffic light visualization helps them perform their daily IT tasks more focused and can get critical areas out of the way before users start to report an issue.

• Deployment took less than an hour.

• **Integration with ServiceNow**
ServiceNow tickets are created; therefore they have improved response to their service issues. Now it's possible to integrate the IT infrastructure data with their digital workflow via email notifications that are categorized and then created into ServiceNow tickets.

FOLLOW UP

Don't struggle with single monitoring tools anymore. Have an **end-to-end visibility** into all layers of your IT infrastructure with a single monitoring solution.

[Start using BVQ](#)

[Watch video](#)