Cisco Observability Platform
for healthcare

Observability enables Healthcare providers to deliver high-performing, mission-critical, and secure digital experiences to staff and patients alongside the growing complexity of their infrastructure and application delivery environments.

Key benefits of Cisco Full-Stack Observability for MN Santé
- Reduce average response times from 1,500 milliseconds to 110 milliseconds.
- Go from serving 20,000 patients a year to 20,000 patients in just two hours.

Full case study here: https://www.appdynamics.com/case-study/nouveal-e-sante

Observing your PACS

✓ Cisco Full-Stack Observability with Cisco AppDynamics is the only solution highlighting the process from a radiologist directly back to the data centre, ensuring we see the entire journey.

Observing your cloud spend

✓ Quickly identify workloads that are overprovisioned and carrying excess cost and those that are under-provisioned and at risk of jeopardising patient and staff digital experiences.

✓ Reduce excess cloud costs and ensure optimal application performance and reliability by eliminating unused cloud resources.
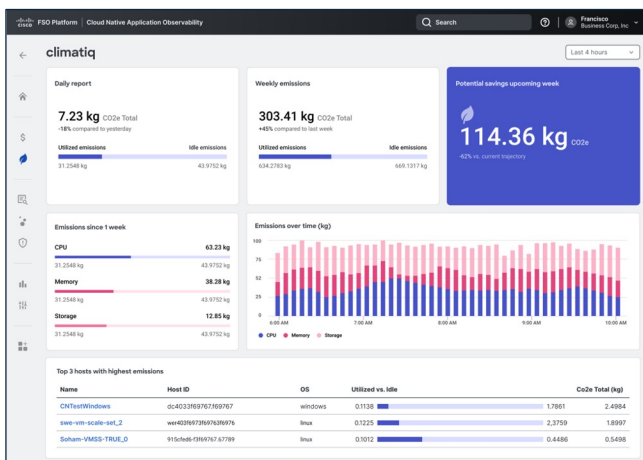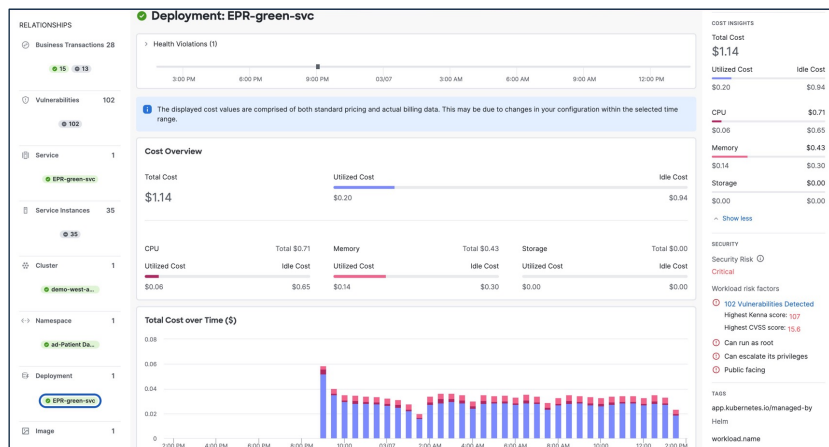
Sustainability

With carbon emerging as a critical KPI for healthcare organisations, there is a growing need for IT leaders to consider carbon emissions in resource planning, system design, and architecture.

✓ Optimising server utilisation.
✓ Spatial load shifting.
✓ Temporal load shifting.

Observability for PACS
PACS is a critical application in the radiology department

Why anything?

- PACS is a critical application in the radiology department.
- Imaging systems are constantly evolving generating more and larger image files. This evolution puts additional strain on the PACS systems.
- Imaging is a critical component of timely diagnostics.
- Every PACS faces performance issues.

Why Cisco Full-Stack Observability?

- PACS systems are dependent on multiple technologies including databases, application servers, and networks, both internal and public that transmit large images at full resolution.
- Cisco Full-Stack Observability with AppDynamics provides visibility not only into the PACS performance but also the performance of the network and infrastructure that it relies on.
- Radiologists frequently work remotely and from home office locations. Cisco Full-Stack Observability can detect errors across public internet and home networks to ensure seamless performance.

Benefits

- Performance improved on PACS increased processing, availability of images, speed and quality of reporting.
- Improved reliability.
- Transmission to other hospitals facilitated.
- Productivity improved.
- MTTR/MTTI improved.

Observability for Patient Portal
Include digital front monitoring e.g. web/mobile touchpoints that are utilised everyday

Why anything?

- Poor performance translates to lower patient satisfaction scores, which are critical in healthcare.
- The patient portal has become the default interface for patients to interact with their healthcare provider.
- A responsive application is one way to ensure that patients are getting the best experience possible.

Why Cisco Full-Stack Observability?

- .NET integration provides insights into bottlenecks deep into the application.
- End User Monitoring (EUM) provides insights into the user experience.
- Dynamic baselining distinguishes normal from anomalies to get the application back on track before becoming an issue.

Benefits

- Improved patient satisfaction.
- MTTR improved.
- Improved response time and communication for staff and patients.

Observability for UCCE/UCCX
Monitor UCCE services from a unified view

- ✓ Automatically detect and map calls from the Cisco Voice Portal to backend services and databases.
- ✓ Understand the performance and availability of key services that support IVR flows such as an account service that retrieves the user's account balance.
- ✓ Eliminate reactive searching through log files to determine the root cause and drastically improve MTTR in your call centre.