



CASE STUDY

Ensuring Absolute Business Continuity for the Healthcare Industry

THE CHALLENGES

A Medical Laboratory Support Service, for which absolute business continuity is critical, had been working with another provider to monitor their firewalls, servers, and switches. They were unhappy with their provider's monitoring capabilities, response time, and cost.

The Client wanted a single portal for real-time stats, and they wanted to be alerted when specific parameters such as CPU usage and hard disk capacity exceeded their parameters for a set period. For example, if CPU usage exceeded 75% for 15 minutes, they wanted an email alert. If it exceeded 90% for 5 minutes, they wanted an additional alert.

THE SOLUTION

EnTelegent Solutions provided the Client with Managed WAN Plus and Zenoss®

- Managed WAN Plus included 24/7/365 Proactive Monitoring with NOC Support, Fault Detection, Carrier and Customer Notification, Incident Resolution, Network Performance Alerting and Reporting, Device Change Management, Comprehensive Customer Portal, and Open API.
- Zenoss® simplified network visibility with comprehensive insight into physical, virtual, and cloud infrastructure, all in a single platform – automatically detecting potential performance impacts, zeroing in on root cause and resolution, and leveraging insights proactively.

BENEFITS

The Client now has a much more robust monitoring and alerting solution, tailored to their unique business needs. With the addition of Zenoss®, everything is visible from a single portal and they have much more granular reporting on their hardware and circuit activity. PLUS they are saving over 30% versus their former service provider.

AT A GLANCE

Solution Mix

- Managed Network Services including:
 - Managed WAN Plus
 - Zenoss® Full Stack Monitoring

Benefits

- Better Service Quality
- Single Portal/Increased Visibility
- **Savings of Over 30%**



“EnTelegent's depth of reporting and alerting capabilities were exactly what the client needed and the savings were substantial.”

*- EnTelegent Partner,
Midwest*



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