

Healthcare Company leverages meshIQ to monitor important patient data transmissions



OVERVIEW

Implementation

The Technical Specialist in Information Services in the company was a key person on a team charged with finding a monitoring solution that could handle the high volume of transactions taking place within the IT infrastructure. He and his team evaluated a number of solutions — including IBM's Tivoli Monitoring for Transaction Performance—but there was ultimately one standout that caught their eye.

"One of the first things we noticed about meshIQ AutoPilot is its simplicity to implement," they shared.

"That, coupled with a few other primary factors, was a huge selling point for us."

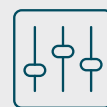
While IBM's solution was a major contender, the product was too expensive. AutoPilot's comprehensive functionality, performance and high scalability proved to be a reliable and more affordable option. Between its predictive determination of problems, complex event processing, flexibility, simplicity of use, features and total cost of ownership, meshIQ trumped the competition.

For queues that have built up, meshIQ AutoPilot is efficient at monitoring and alerting IT staff as problems develop, thus improving customer satisfaction and decreasing the likelihood that a crucial error could be made. AutoPilot efficiently monitors the queues for their Electronic Data Management System (EDMS) and other healthcare applications that run on their servers.

They added,

"In accordance with HIPPA regulations, meshIQ AutoPilot helps us with our regulatory and compliance issues by safeguarding data as it is transmitted."

EASY



"Compared to our old homegrown system, AutoPilot has proved much easier to manage and far more cost-effective. It doesn't require a lot of tinkering, alerts us when queue managers go down or queues fill up, and keeps the MQ environment running properly or alerts us when it isn't."

RELIABLE



The system before had been reliable, but programs could still fail. As a result of implementing AutoPilot, the company claims that the environment has been much more reliable.

"We've been really fortunate with meshIQ AutoPilot. meshIQ's support desk is very responsive and knowledgeable. Upgrades and changes are done in a timely manner without interruption to the system. Having a program that performs accurately and without interruption is absolutely crucial to the healthcare IT environment."