APPLICATION MONITORING FOR CRITICAL PUBLIC SERVICES WITH ITGL AND CISCO OBSERVABILITY PLATFORM

Public services are increasingly reliant on the digitisation of processes via clinical applications, including Electronic Patient Record (EPR) systems, telemedicine, remote monitoring, and ePrescribing services, as well as shared data platforms and operational services such as Microsoft Teams. While these applications can be hosted on-premise in data centres, we are seeing more applications delivered from a Cloud or hybrid environment, in line with the government's 'Cloud-first' strategy.

There are many benefits to deploying applications using the Cloud – increased security, more flexible consumption models, and reduced cost of ownership, to name a few. But when critical services are delivered in this way, how can you take responsibility for service availability, and troubleshoot issues beyond the edge of your network?
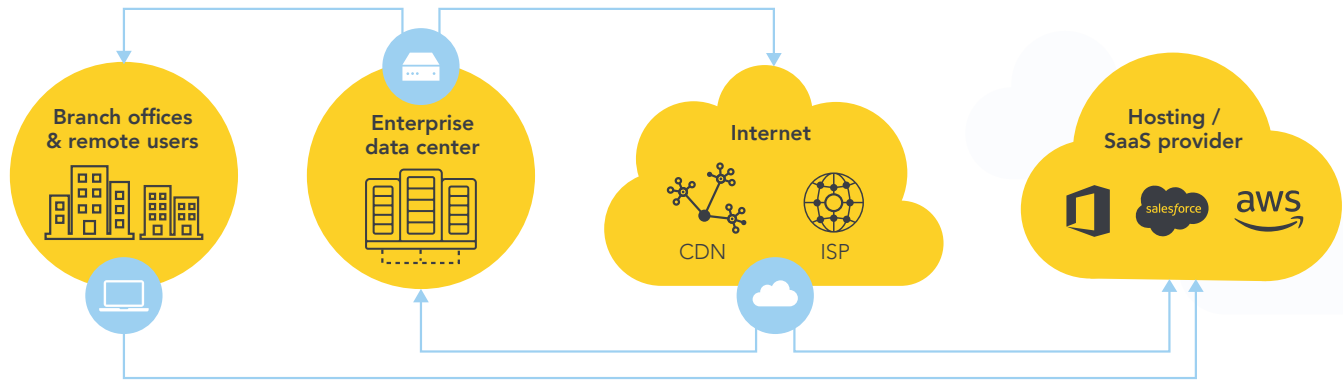
Using ThousandEyes, organisations can review application performance in greater detail than previously possible, pinpointing whether issues reside with the device, your network, service provider infrastructure, or application hosts.

ThousandEyes is able to:

- Understand the application and network, and how they work together

- Provide visibility across the Internet, Cloud, and SaaS

- Collect, correlate, and analyse data

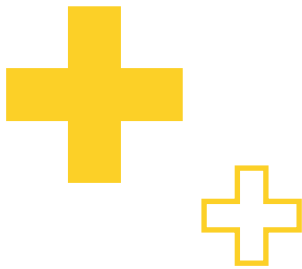- Integrate with Cisco switching and routing platforms

Visibility from everywhere that matters

Branch offices & remote users

Enterprise data center

Internet
CDN   ISP

Hosting / SaaS provider

Monitoring application performance with this depth of visibility reduces the time taken to resolve application issues, and provides critical benefits to healthcare settings, for both staff and patients:

- **Ensure patient safety** by reducing delays and errors in accessing and processing patient information.

- **Increase clinical efficiency** with more reliable application performance, leading to shorter wait times for patients, quicker access to information,and reduced administrative overheads.

- **Advance patient care** by eliminating delays in accessing data, and ensuring reliable access to high-quality images and tools vital for diagnosis and treatment.

- **Protect people and data** with continuous monitoring of security and privacy controls, as well as potential vulnerabilities.

- **Improve patient experience** by using insights and analysis to continuously optimise processes and systems, ultimately leading to a higher standard of healthcare.

Monitoring application performance requires a multifaceted approach that not only ensures the reliability of critical systems, but also leads to better staff engagement with digitisation initiatives, cost savings, regulatory compliance, and overall improvements in operations.

Want to find out more?

To receive a demonstration of ThousandEyes and explore how impactful it could be for your organisation, **click here** to book a meeting with one of our team.

See how Birmingham Community Healthcare have utilised Thousand Eyes to monitor their Electronic Patient Records System and increase their operational efficiency **here.**