



## Cambridge Health Alliance

## AppsWatch Case Study: Cambridge Health Alliance

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### CHA Profile:

- EHR apps: Meditech and Epic
- 21 locations
- 140,000 patients

### Business Challenges:

- No centralized monitoring
- Excessive manual troubleshooting
- Inability to mimic user issues

### AppsWatch Solution

- Real time simulation of user experience
- Centralized monitoring and remote visibility
- Rapid implementation
- Streamlined troubleshooting
- Monitoring multiple apps with one license

### Cambridge Health Alliance Benefits

- 70% reduction in troubleshooting time
- Proactive performance monitoring
- Improved working relations between IT Ops and Applications Analysts

## Cambridge Health Alliance Cures Monitoring and Testing Ills with Automai's AppsWatch

### Overview

Cambridge Health Alliance (CHA) is an innovative healthcare organization dedicated to delivering essential services to over 140,000 patients in 21 locations in the greater Boston area.

CHA provides primary care, specialty care, emergency services, hospital care, and behavioral health services. It also operates the Cambridge public health department and serves as a teaching hospital for Harvard and Tufts universities. The EHR applications Epic and Meditech form the core of the CHA IT infrastructure and serve as the primary databases for patient information, physician input, and data transfer between partners.

### Extensive Manual Problem-Solving Like "Chasing Ghosts"

The IT Operations group at CHA was continually challenged managing the IT systems supporting the wide-ranging organization. Complaints from users about slow performance and sluggish response resulted in extensive troubleshooting efforts and consumed huge chunks of IT resources. It was difficult to pinpoint the source of problems and determine whether they were being caused by network, server or application issues.

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*"AppsWatch had the specific details we needed. We were able to immediately integrate with Epic and Meditech and mimic users' views on those applications."*

--Edgar Iraheta, Network Engineer for Wireless for CHA

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The IT group spent an inordinate amount of time determining if the problems were occurring locally on one work station, contained in one building, or were affecting the entire alliance. There was also constant dialogue between IT Ops and the Applications Analysts team as each group tried to identify the source of the problems.

“We were chasing ghosts,” said Edgar Iraheta, Network Engineer for Wireless for CHA. “Since we had no central monitoring capability and no way of seeing what the user was experiencing, we would have to send someone to various locations to check out user complaints. It just consumed too much time and effort to find something that many times wasn’t there.”

The excessive amount of communications between IT, the Applications group, and the users was wasting time and affecting staff performance. In some cases, the issues were affecting the entire alliance causing a huge negative impact.

### AppsWatch Simulates Multiple Application User View

In an effort to resolve the problems, CHA sought a solution that would simulate the user experience and allow the IT group to monitor it from one central location. The goal was to streamline the troubleshooting process, save time for IT Ops and users, and improve overall performance. After investigating a number of alternatives, CHA selected AppsWatch from Automai because it matched all their requirements and aligned perfectly with the CHA IT environment.



“AppsWatch had the specific details we needed,” said Iraheta. “They were able to immediately integrate with Epic and Meditech and mimic users’ views on those applications. That was a big attraction for us. Not many other applications out there were able to do that.”

We even included our Outlook system into the implementation.”

### Simple Installation and Implementation

“Installing the software was simple,” Iraheta went on. “It took about a week to build, implement, and deploy.”

The only thing that slowed us down was installing the hardware in at our various sites.”

Once in place, CHA was able to leverage the AppsWatch solution to test applications thanks to its protocol-independent technology. They received pro-active centralized performance monitoring based on real user activity without degrading the response of end user machines.

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*“AppsWatch can quickly identify whether it’s a network or application problem so we can get to it and fix it sooner.”*

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### IT Troubleshooting Time Reduced by 70%

After implementation, IT Ops was able to investigate problems quickly by remotely checking the particular user's work station to determine if issues were local or if they were being caused by system wide server or application problems.

"The impact of that was pretty quick and was exactly what we were looking for," said Iraheta. "We saw improvements right away. We can now centrally monitor everything that is going on so when users call we can locate the problem."

"The system is now running smoothly," Iraheta went on. "Troubleshooting time has been cut by almost 70%."

There are so many angles to Epic and Meditech that it would sometimes take the whole department to find one little thing. AppsWatch can quickly identify whether it's a network or application problem so we can get to it and fix it sooner."

### Collaboration Improved Between IT Ops and Analysts

CHA has also seen better cooperation between IT Ops and the Application Analysts who now work closely together to determine the root cause of each problem.

CHA continues to see the benefits of working with Automai. "Whenever we have issues or questions with AppsWatch, support has been good," says Iraheta. "We can get a hold of them whenever we need them and we solve issues right away."

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### Automai Flexible, Responsive Partner

Iraheta is also impressed with Automai's willingness to work with CHA to implement suggested changes and upgraded functionality.

"They are very open minded about adopting suggestions. They are flexible about keeping up with our growing needs." "We got the results we were looking for with AppsWatch," Iraheta summed up.

"This has worked out really well for us. We are very pleased."

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