TOTAL VIEW **ONE**

Network Performance

Highlight	Tier 1 Health Informatics vendor uses PresiNET's Performance Management System to solve a network issue that affected physician reporting capabilities and patient safety.

Pain Point

The customer upgraded their Cardiology PACS in mid-March of 2012 to the latest version, at which time intermittent performance issues were noted by the customer and escalated to vendor services. Issues were initially investigated over a couple of months but with no real resolution to the reoccurring problems.

Performance in June degraded to the point that the vendor escalated the issue to the product management group and to its highest level of engineering support.

After more than 100 man hours had been spent on the investigation, the problem was worsening to the point where it was seriously affecting physician reporting capabilities and patient safety. Therefore, something else had to be tried.

> *Within a short time-frame, TOTAL VIEW ONE identified a connection pattern that led to a successful resolution*

Implementation

The vendor asked the Cardiac Center if they could install PresiNET's advanced network analyzer. TOTAL VIEW ONE was installed on the Cardiac Center core facility network and several remote sites . Very shortly into this analysis, TOTAL VIEW ONE found that every hour, connections were reset or lost for a nine-second period.

Outcome

Upon further investigation, with the help of the PresiNET technical team, it was determined that a firewall was resetting connections, causing a truncation of images. Once this was rectified, the performance issues ceased. TOTAL VIEW ONE, with its unique Stateful Connection Tracking, successfully identified the dropped connection pattern that led to a successful resolution.

The Vendor feels that this issue could have been resolved sooner with TOTAL VIEW ONE, avoiding extra costs and several months of customer frustration.

KNOWLEDGE IS POWER

PresiNET SYSTEMS