

Everest ensures Cloudnine provide undivided attention to patients with an efficiently managed IT Infra & Services

SOFTWARE

Everest IMS

Everest Service Desk

THE CHALLENGE

With a holistic vision of providing an ultimate birthing experience & premier quality healthcare to women and children Cloudnine continuously worked towards maintaining the brand name and service quality, for which the IT Team was in need of an adequately equipped and well-monitored IT infrastructure. Multi-site or multi-location branches were connected to the Data Center through MPLS / Leased Lines and ISDN Dialup / Broadband Connections. Frequent downtime in the MPLS connectivity was the major challenge faced by Cloudnine as it affected not just the devices but also the business-critical production system applications like Billing, Patient Monitoring Tools, Appointment Management Tools, Hospital Information System Tool, etc. Managing over 400+ devices along with the inventory details was an overpowering problem also leading to chaotic environment while raising a ticket for faulty performance of connectivity / application / devices.

To overcome these challenges, Cloudnine quickly deployed a FMS (Facility Management System) team. However the team's problem solving techniques were reactive and rather slow which did not cater to the real challenges making it difficult for Cloudnine to maintain the patient service quality. This again paved way for an immediate lookout for a simple and robust tool to manage & track the FMS team and increase the performance of all IT operations

Everest's Real Time IT Infra & Service Management Enables Cloudnine to Deliver A Memorable Birthing & Healthcare Experience

Cloudnine Hospitals is a specialty mother and child care chain of hospitals, headquarter in Bangalore, India. Having celebrated over 27,000 births across regions, with a 2000+ strong team base, Cloudnine has expanded its reach to multiple facilities across India while continuing to maintain and excel international standards of care and is still going strong with plans to reach every woman and child in India.

SERVICE

Training &
24x7 Support

Motherhood and Parenting has gained its own share of well-deserved importance. In support to this beautiful phase of a woman's life HealthCare facilities are opening Speciality Hospitals to provide undivided attention to them with the best of world-class experience equipped with latest technologies and a 24X7 network connectivity.

THE SOLUTION

Everest deployed at the Cloudnine datacenter (in their HO) enabled it to have a Hawk eye view of the entire network and all problem areas across all branches in the country. Detailed diagnosis and root-cause-analysis clubbed with automatic incident registration for respective alarms as well as self-triggered email or SMS based notification to the IT Team, led to managing unplanned connectivity interruptions ensuring minimal downtime at most sites. This brought in the required routine for the IT Team to be on top of things no matter what.

The capability to not just monitor the network health, but also managing the network inventory came in handy for the IT Team. The system provided a thorough knowledge-base to accelerate and simplify error-handling. A centralized tool to track the status of each incident made it easier to track performance of the FMS team as well as allowed the patient facing faculties deliver their services without being bothered by backend performance worries, thanks to the SLA tracking provided by the tool.

To accelerate the process the FMS team was equipped with Everest-trained engineers – to speed up the tool usability process as well as guide the existing team members on handling various IT related issues. Also an efficient database monitoring helped Cloudnine keep track of all patient records and maintain them. Lastly the low-learning curve of the product helped Cloudnine hospitals across the country to map their IT process quickly and effectively.

Highlights

- ✓ Multi-Brank Link Monitoring
- ✓ Comprehensive Service Desk
- ✓ Efficient Inventory Management
- ✓ Graphically-rich Network Reports
- ✓ Robust Database Monitoring
- ✓ Centralized Monitoring

THE PAYOFF

- All-In-One Solution to manage separate IT-critical activities
- Single tool to manage internal and external SLAs
- Proactive Monitoring leading to Reduced Business Downtime
- Increased Business Agility with a centralized Geographic View of all Branches
- Increased Network Resilience
- Manage MPLS-based capacity and budget planning
- Reduced Resources dependency leading to Reduced TCO
- Effectively Monitor Network Policies
- Highly Improved MTTR (Mean Time To Respond) for critical link failures
- Increased Customer Satisfaction
- Low-learning curve helped the team to save time

“Everest solved our biggest problem of frequent, unpredictable downtimes by proactively monitoring the health and performance of links & devices. It is simple, robust, easy-to-use, scalable as well as very affordable. Coupled with a 24x7 local support team and in-house Everest engineers in the FMS team, Cloudnine’s overall IT Infrastructure efficiency & effectiveness improved drastically.

- **Jitendra, Kids Clinic India Private Limited**
[Cloudnine Hospitals]

Everest is a Unified IT Infrastructure Management Solution that helps Simplify Network & Systems Management by Monitoring, Managing and Optimizing System Performance and Availability across Heterogeneous IT Environments. Everest is enterprise-Proven and ensures smooth running data-centers both on-premise as well as on cloud.