

Fortune 200 Healthcare Services

Guaranteeing high-quality user experiences through continuous proactive monitoring in production



This Fortune 200 healthcare services and products company is a distributor of pharmaceuticals, a global manufacturer of medical and laboratory products, and a provider of data solutions. With over 40,000 employees worldwide, they serve almost 90% of U.S. hospitals, over 60,000 U.S. pharmacies, and more than 10,000 specialty physician offices and clinics.

Maintaining Critical Services

The Fortune 200 healthcare services organization relies on critical applications to drive revenue and profitability. When it comes to healthcare, there is the added consideration of patient care and outcomes. The stakes could not be higher when introducing environmental changes that might result in degraded performance that impacts life-sustaining operations.

Despite having existing monitoring tools, the healthcare organization experienced multiple issues involving planned and unplanned changes that impacted their virtual desktop environment.

To better detect and prevent scenarios where users experience issues, the Healthcare Services organization deployed Login Enterprise to monitor production and perform pre-production validation of all changes proactively. As a result, they could continuously measure end-user experience and alert against any noticeable changes before users ever noticed.

At a Glance

- **Industry**
Healthcare Services
- **Location**
North America
- **Challenge**
Catch unexpected issues in production that existing monitoring tools failed to find.
- **Impact**
 - Identified issues in minutes, from planned and unplanned changes.
 - Cut down helpdesk tickets by 40%.
 - Closed the loop between production and pre-production activities.
 - Improved business confidence with SLA reporting.

Augmenting Existing Monitoring Tools

“We do all we can to ensure that every change put into production is identified and thoroughly validated,” said the Director of Desktop Services. “But now and again, something slips, and we don’t find it until it’s out there.” The result of an unplanned change, say in the security configuration of the environment or perhaps a network setting, can be significant in a large virtual desktop environment.

Despite having system and real-user monitoring solutions in place, the Healthcare Services company suffered multiple failures tied to unplanned changes. Sometimes, even planned changes resulted in fatal deviations between pre-production and production. “I’ve had situations where we deployed a set of changes at 1 a.m., by 2 a.m. the monitoring dashboards are green, and at 7:30 a.m., people are reporting issues.”

In the event of software incompatibilities, system monitoring tools cannot readily identify these issues. Real-user monitoring tools may not have enough critical data to isolate a problem with a small set of available users. The potential remains for a significant time window after a change is propagated into production and before users report it.



The results speak for themselves. We’ve had cases where Login Enterprise trapped issues when none of our other monitoring systems did, nor really could have.

With Login Enterprise’s agentless approach, multiple locations and applications are monitored in terms of availability (is it up), efficacy (does it work), and efficiency (does it perform as expected). Within a few minutes of deploying a new build, this proactive approach readily detects slight deviations. Based on the internal success, the organization extended monitoring to affiliate organizations for broader supply chain coverage.

Synergies in Production and Pre-Production

When an update has been thoroughly tested in pre-production, it’s reasonable to expect it to work in production as intended. However, most IT teams can cite examples where a “tiny” difference between the production and pre-production environments resulted in an outage or degraded environment. These “paper cut” issues ultimately shake the confidence of the business.

The origin of the problem is that testing methods change in pre-production, and what is used to monitor production produces different results.

Login Enterprise solves this issue by closing the loop between production and pre-production. The same workloads are run in both environments, creating a check and balance system throughout the entire EUC change process.

In the case of the Healthcare Services organization, they created several “personas” where actions being taken by a nurse persona may be different from a pharmacist persona, even within the same application. This continuous approach allows IT teams to observe even minor deviations from normal performance. If a creeping degradation begins, it will be identified early rather than waiting for users to hit a boiling point and call the helpdesk.



Within 30 minutes of dropping a new build, I know with confidence that each site can access all our applications. Once my head hits the pillow after our outage window, I know my phone won’t start buzzing a few hours later. It’s been fantastic.

Understanding the context of an issue based on the environment is also critical and significantly accelerates the debugging process. In addition, this information can be used immediately after a change window to “close the book,” as each site, persona, and application results in consistent performance.

Demonstrating Improvement

The Healthcare Services organization also needed a way to track improvement and have data-driven discussions with their business partners. Using Login Enterprise’s benchmarking and historic analysis features, they can generate and email SLA reports directly to appropriate stakeholders. Over time, demonstrated improvements to performance, availability, and the user experience strengthened business confidence with the end-user services being delivered.



Login Enterprise has changed how we think about monitoring in end-user computing. It shows in our results and the excellent feedback we’re receiving from our users and affiliates.

Request a **live demo** of the Login Enterprise Platform or **get in touch** with the Login VSI team today.