

Seattle Children's Cuts Troubleshooting Time in Half With Cross-Tier Insight

50% Reduction on Time Spent Troubleshooting

Increased Visibility into SaaS and Hosted Applications

500% Improvement in Citrix Login Speed

Executive Summary

As a leading children's hospital, charitable foundation, and research institute, Seattle Children's sought greater visibility into their distributed and heterogeneous IT environment. After deploying ExtraHop, they gained contextual insight that enabled faster troubleshooting and significantly improved end-user experience for key applications.

THE BEGINNING

Compassionate care seeps into everything Seattle Children's does. Young patients and their parents entrust care to a large staff of doctors, nurses, support staff, researchers, and state-of-the-art technology, the latter being managed by a sophisticated IT organization.

The IT staff supports more than 100 applications for over 8,500 users across 25 different physical locations. As an important part of their patient care, Seattle Children's also relies heavily on virtual desktop infrastructure (VDI), delivering nearly 3,000 Windows 7 desktops through a Citrix environment.

With their large number of applications, troubleshooting for end users was time consuming with a "guilty until proven innocent" approach, spending 20% or more of their time trying to diagnose non-obvious problems.

One persisting problem was slow Citrix XenDesktop logins. Inexplicably, every morning at around 8:30 a.m., login times would increase from 12 seconds to nearly a minute on average. The team turned to ExtraHop for insight.

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“I've never seen anything comparable to ExtraHop. It's our way to see how a transaction flows from start to finish through these various applications. We simply couldn't get that end-to-end perspective with any of our previous technologies.”

BRUCE FULTON,

**SENIOR SYSTEMS
INFRASTRUCTURE TEAM
ENGINEER, SEATTLE CHILDREN'S**

THE OUTCOMES

Improved End User Experience, Improved Patient Care

With ExtraHop, Seattle Children's empowered their staff with the ability to quickly optimize and address issues, which had resounding benefits across the organization, right down to those who matter most: their patients.

"Imagine a physician doing morning rounds, going from workstation to workstation, pulling up their desktop," says Tim Holt, Senior Director of Enterprise Architecture. "Connects and disconnects need to be as quick as possible—and even 30 seconds might not seem like much, but multiply that over 30 or 40 incidences and you have a lot of wasted time."

No More Blind Troubleshooting

ExtraHop helped cut Seattle Children's troubleshooting time in half. Most notably was their persistent Citrix slowdown, which was quickly resolved.

The problem was identified as severe contention at the storage tier, caused by an end-user unintentionally loading 2GB of photos every time he logged in. With this insight, Seattle Children's addressed the problem and made a few optimizations that earned goodwill from users, as better performance led to better care.



WATCH THE VIDEO

https://www.youtube.com/watch?v=k2QWeg2E6CM&feature=emb_logo

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