The Beginning

Ask Bobby Addison what keeps him up and night, and he’ll tell you right away: the patients. Coming from the CTO of digiChart, a leading provider of OB/GYN-specific electronic health record (EHR) solutions, that might not seem like an obvious answer but digiChart isn’t your average EHR provider. Built by a team of medical professionals, digiChart is dedicated to streamlining operations for practitioners and improving patient care.

“Our CEO, Rodney Hamilton, is a physician, and many of our staff members, myself included, came from the provider-side of healthcare,” says Addison. “We know first-hand how much it means for providers to have the information they need when they need it.”

With their commitment to providing access to critical healthcare information and resources, digiChart embarked on a full-scale migration of their application to a new datacenter – in which the company had invested over half a million dollars in upgrades. The datacenter infrastructure on which the application had been built was nearing the end of its lifecycle, and as a result, the application was experiencing numerous performance degradations and outages.

“Every time we had an outage, I’d imagine the patients. I tried to put myself in their shoes, to imagine what it feels like to have to wait two weeks for test results, to sit in the waiting room on pins and needles. A patient shouldn’t have to wait one minute longer than necessary to have that conversation with their doctor, and it certainly shouldn’t be because the doctor is having trouble accessing a record,” says Addison.

With significant time and costs already invested in the new datacenter and the expectations of more than 1,000 clinicians and their patients riding on the success of the migration, Addison brought in ExtraHop to provide the cross-tier, granular visibility and prescriptive guidance need to deliver success.

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BOBBY ADDISON
CTO, DIGICHART
The Transformation

While the migration started out smoothly enough, it wasn't long before digiChart ran into a major problem. Addison and his team started seeing a flood of errors associated with the web server, but when they looked at the logs, everything looked normal. To make matters worse, the lease on their old datacenter had expired, requiring them to pay premiums to keep the application live on the old infrastructure while paying rent on the lease at the new datacenter.

With the assistance of ExtraHop support, the team at digiChart dug in to the wire data. Within a couple of hours, the team was able to trace the error messages they were seeing to an error that was occurring at the load balancer. With ExtraHop, digiChart not only found the source of the problem, they also had the fix: increasing the maximum header count on the load balancer.

The average datacenter migration costs between $1,200 and $6,000 per server, but can run as high as $25,000 per server if done poorly.

ExtraHop streamlines datacenter migration, helping IT make smart decisions that keep costs down.

- **Auto-discover all and map dependencies**, down to the hardcoded IP addresses, to show the effects of failure, and make data-based decisions about what to move when, and what shouldn’t move with what else.
- **Conduct real-time analysis** on performance metrics across the network to reduce provisioning costs.
- **Resolve conflicts between load balancers and application servers** by correlating all user, network, and application activity with advanced load balancing to optimize productivity and improved uptime.
- **Understand SSL behaviors** on the network to see how certificates were being used, plan SSL hardware purchases, and remove unused certificates.

Benefits

**Better Performance Equals Satisfied Customers**

With ExtraHop, digiChart has the end-to-end visibility they need to understand how the application is behaving and spot problems before they impact customers.

**Understanding Application Performance and End-User Impacts**

Even with the application up and running, maintaining peak performance doesn’t happen all on its own. Says Addison: "Not only does ExtraHop bring problems to light, it tells us how to fix those problems before they impact our doctors and their patients. Prior to ExtraHop, we had theories. Now we have facts. We’re not just guessing anymore."

**Low Overhead, High ROI**

For digiChart, having solutions that help them identify and solve problems quickly allows them to focus more time on what matters most: customers. "We chose ExtraHop because it works. Period. The training is phenomenal. The overhead is low to start getting value," says Addison. "I use it every day. I look at it every day, multiple times a day. I have two dashboards that stay open on my monitors all the time. It’s helping us run not only our application but our business, better."