DigiChart finds the Diagnosis and the Cure in Network Data

Precise Insight into Performance Issues

Reduced Overhead Leads to High ROI

Streamlined Operations Mean Improved Patient Care

Executive Summary

DigiChart is a doctor-built, patient-centric electronic health record (EHR) company that specializes in OB/GYN-specific solutions. Built by a team of medical professionals, digiChart is dedicated to streamlining operations for practitioners and improving patient care. DigiChart turned to ExtraHop to help them smooth out their data center migration process and troubleshoot application errors.

THE BEGINNING

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 data center. The data center 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.

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

> "
> 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.

BOBBY ADDISON
CTO, DIGICHART

THE TRANSFORMATION

While the data center migration started out smoothly, 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.

With the assistance of ExtraHop support, the team at digiChart dug in to the network data. Within a couple of hours, the team was able to trace the error messages they were seeing to an issue on 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 OUTCOMES

Better Performance Equals Satisfied Customers

With ExtraHop, digiChart now has the end-to-end visibility they need to understand how the application is behaving and can spot problems before they impact customers. This patient-driven performance is at the heart of what they do, so for Addison, this is an important motivating factor.

"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.

Understanding Application Performance and End-User Impacts

Even with the application up and running, maintaining peak performance doesn't happen all on its own, but for digiChart, they now easily troubleshoot issues and can correlate all user activity with advanced load balancing, improving uptime and optimizing productivity.

Low Overhead, High ROI

With ExtraHop, they now find themselves conducting real-time analysis on performance metrics across the network. For them, this goes a long way to reduce provisioning costs. For digiChart, having solutions with a high ROI that help them identify and solve problems quickly means they can divert resources to what really matters: their patients.

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