



IT Operational Intelligence for Healthcare

Gain Real-Time IT Insights with Wire Data Analytics

“ExtraHop is a force multiplier for stretched healthcare IT teams, equipping them with real-time insights that they did not have before.”

—Todd Forgie, Vice President of Hosted and Managed Services, MEDHOST



ExtraHop enables healthcare IT organizations to harness the massive amounts of wire data flowing through their environments, including the valuable data contained in HL7 messages. With the ability to mine this wire data, healthcare organizations gain the insight needed for improved patient satisfaction and clinical, operational, and financial performance.

Improve Performance for Critical Applications

With ExtraHop, IT organizations can ensure fast and reliable performance for systems that directly impact patient care and employee productivity, such as web portals, EHR, and CPOE systems. The ExtraHop platform monitors all transactions in real time to alert IT teams to potential problems early so they can prevent outages and performance degradations and fix issues before they impact end users.

Real-time analysis of wire data—all L2-L7 communications between systems—provides IT teams with correlated, cross-tier visibility for all networked applications, including:

- Packaged software applications such as Allscripts, Cerner, and MEDITECH
- Physician and patient web portals
- Legacy applications that have few other monitoring options
- Hosted or SaaS applications

Support Key IT Initiatives and Projects

The ExtraHop wire data analytics platform is applicable to a broad range of critical projects, including:

- **HL7 Interface Monitoring** – Analyze all HL7 messages in real time to extract valuable information for interface performance monitoring and clinical informatics. Automatically map all sending and receiving interfaces, regardless of vendor, including the applications dependent on those interfaces.
- **VDI and Application Virtualization** – Gain best-in-class monitoring for Citrix environments, combining real-time ICA analysis with a cross-tier view of infrastructure activity. The ExtraHop platform is verified as Citrix Ready for Citrix XenDesktop and Citrix XenApp.
- **Security and Compliance** – Track compliance with privacy and security regulations such as HIPAA by monitoring specific directories for reads, writes, locks, creates, and deletes per user and file. Support compliance audits with automatically generated reports.
- **Mobility** – Monitor the performance of mobile applications and correlate front-end behavior with back-end activity.



Real-time analysis of application transactions yields valuable metrics to support troubleshooting and decision-making.



The ExtraHop system extracts transaction-level details in real time, including errors, methods, files, users, and more.

Technical Benefits

- Continuous monitoring of all transactions in real time, at up to a sustained 20Gbps
- Trend-based alerts on anomalous behavior
- Deploys in less than 15 minutes
- Passive network-based approach requires zero configuration
- Automatically updated performance baselines
- Auto-discovery and auto-classification of devices and applications

Troubleshoot Problems in Minutes

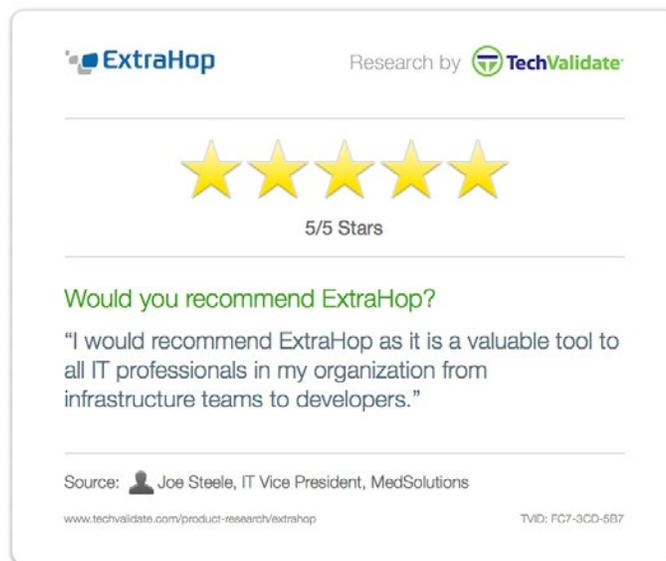
Triage and troubleshoot performance issues faster with comprehensive visibility and L2-L7 transaction details. The ExtraHop system ties front-end behaviors with back-end issues at the network, web, database, and storage tiers. With ExtraHop, IT operations teams can have fact-based conversations with application teams and vendors about performance.

Simple, Fast Deployment

Requiring no agents or manual configuration, the ExtraHop platform delivers immediate value for healthcare IT teams by automatically detecting and classifying network-connected devices and analyzing their transactions in real time. As the dynamic environment changes, ExtraHop automatically adapts and continually builds performance baselines.

Benefits All Teams

The ExtraHop platform analyzes all L2-L7 communications on the wire and presents the analysis in a way that benefits multiple IT teams. In addition, the information on the wire can also be mined for valuable business and clinical insights, such as patient wait times per facility and how physicians use applications. The ExtraHop platform accomplishes this by extracting, analyzing, and visualizing any data field contained within HL7 messages in real time, from message IDs to valuable operational information.



About ExtraHop Networks

ExtraHop is the global leader in real-time wire data analytics. The ExtraHop Operational Intelligence platform analyzes all L2-L7 communications, including full bidirectional transactional payloads. This innovative approach provides the correlated, cross-tier visibility essential for application performance, availability, and security in today's complex and dynamic IT environments.