

# NetGain

systems.....

Maximize uptime. Develop insights. Provide answers.

## Success Stories



*Taking care of a hospital's crucial IT environment through monitoring multiple mission-critical devices*

### Mount Alvernia Hospital

#### ABOUT

Mount Alvernia Hospital has been serving the Singapore community since the 1950s. Mount Alvernia is a 303-bed general acute care hospital with tertiary medical capabilities and two multi-disciplinary medical specialist centres. The hospital is supported by over 1,000 accredited doctors and about 100 specialists based on-campus.

#### PAIN POINTS

They were overwhelmed with responsibility of keeping track the IT infrastructure and monitoring multiple mission-critical devices

They spent a large percentage of their time in fire-fighting mode and reacting to critical IT issues

#### NOTABLE POINTS

NetGain Systems has been commended for:

- Detecting simple and critical issues within a minute of occurrence
- Helping to decrease complaints from end-users
- Bringing about an organized and systematic routine to the IT team's daily responsibilities

## Success Stories

### CHALLENGE

The exponential growth of Mount Alvernia Hospital has been accompanied with a growing number of devices and electronic services to support the doctors, specialists and supporting medical staff. This resulted in the IT team being overwhelmed with the responsibility of just keeping track of its IT infrastructure, as well as monitoring multiple mission-critical devices.

As the IT team was not in a position to effectively configure rules or alert levels to effectively monitor its IT infrastructure, they were required to spend a large percentage of their time in fire-fighting mode, trying to figure out where the problems were.

### SOLUTION

Mount Alvernia's IT team was able to monitor their entire IT infrastructure, which was made up of 100s of devices, multiple database servers, middleware and numerous in-house business applications, all under a single management console.

Simple issues and critical issues can now be detected within a minute of occurrence.

The IT team was able to set critical alert levels to automatically issue alerts – via SMS and email. They could now dedicate time to focus on other strategic and valuable initiatives.

### WHAT OUR CUSTOMERS SAY:

*"NetGain's outsourced infrastructure monitoring service enables us to monitor all of the different brands of devices our hospital relies on. From IBM to Linux boxes, NetGain Systems monitors to the systems level, including Oracle table space and hard disk space monitoring – two of the most critical items we must monitor."*

