

U.S. Federal Healthcare Agency Reduces Performance Problems with Applications that Access Clinical Trial and Medical Research Data

One of the greatest responsibilities of this agency is to provide and manage the world's largest and most diverse datasets for medical research. Access to this data is vital to the medical and science research professionals that rely on it to do their jobs and ultimately save lives. The agency's vast number of websites and hundreds of applications that provide access are used billions of times each year by millions of people around the world.

Secondly, it is the agency's CIO who is accountable to the business for ensuring critical application availability, accessibility and performance. However, measuring and reporting these KPIs presents yet another challenge. Thirdly, the IT staff need the ability to rapidly identify performance issues, triage them to the appropriate teams, and optimize their Mean-Time-To-Repair (MTTR).

The Challenge

The challenge for this U.S. healthcare agency had three components. Most importantly, those who need timely access to medical research data can be greatly impacted by performance and availability. Poor performance and availability impact medical research, advancements, funding and public health. Professionals who conduct clinical trials and medical research need to post information to these sites in real time and research organizations rely on this data for critical grants that impact future funding of life-changing research.

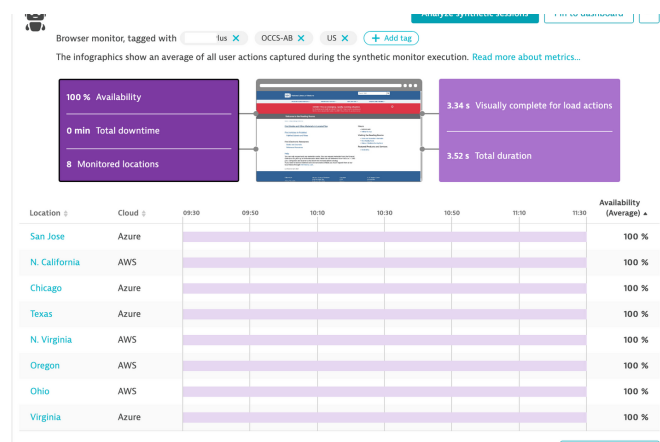
Solution Overview

- Dynatrace SaaS
- Dynatrace Synthetic Test Agents
- Public Agents
- Private Agents on Swish appliances
- Managed Service Contract
- Cloud-Smart solution

The Swish Solution

Swish designed and built remotely-managed Software Private Agent (SPA) appliances based on Dynatrace Synthetics. These appliances were placed in strategic locations to monitor the performance of the critical web applications from the perspective of visitors and staff of various medical libraries around the country. The appliances were built on secured Windows 10 IoT machines, designed to be plug-and-play, shipped to their destination, and plugged into the network.

The SPA is a lightweight service that can be deployed to any Windows server, where it will reliably monitor performance and availability of internal applications. Because it uses real browsers, any interactive business application workflow can be simulated — even complex, logical web services can be monitored.



All performance data is securely managed, analyzed, and alerted by the Dynatrace Advanced Synthetics platform. Swish Managed Services include customer success services, deployment assistance, adoption facilitation, training, remote operation of all agents, and custom software that ensures the SPA is running after system reboot. With Swish Managed Service, this federal healthcare agency can rapidly triage issues to their appropriate team, eliminate bottlenecks for users accessing critical medical data and furnish executives with availability, accessibility and performance metrics needed to report KPIs.

About Dynatrace

Dynatrace provides software intelligence to simplify enterprise cloud complexity and accelerate digital transformation. With AI and complete automation, the all-in-one platform provides answers, not just data, about the performance of applications, the underlying infrastructure and the experience of all users. That's why many of the world's largest enterprises and government agencies trust Dynatrace to modernize and automate enterprise cloud operations, release better software faster, and deliver unrivaled digital experiences. <http://dynatrace.com>

About Swish

Swish is a customer-centric, specialized integrator with an engineering first culture. Swish focuses on IT Modernization, Performance and Cybersecurity solutions. Swish strives to bring value to clients through continuous improvement expertise; robust services, superior engineering and creative solutions.

To learn more, please visit: www.swishdata.com

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