



AppsWatch® Healthcare

Keep your critical healthcare information systems performing as expected — 24 hours a day

One Solution for ALL your Apps

Accurate — Measure the true end user experience

Proactive — Find performance issues before they impact quality of care

Efficient — Pinpoint a bottleneck within minutes

Easy to Use — No scripting required!

Affordable — Most competitive price on the market

Quality Assurance for any application, including:

- Citrix
- McKesson
- Cerner
- Eclipsys
- Epic
- GE Healthcare
- Meditech
- Custom Apps
- and more...

A new perspective for peak performance

A physician complains that it takes longer to access blood work results. An in-patient nurse has trouble logging into the system. Slow application performance can have a significant impact on staff productivity and quality of care — putting both your bottom line and patient safety at risk. Yet, conventional monitoring tools detect problems just one fifth of the time — and most IT departments learn about performance issues from end user calls to the help desk. *Do you know how slow systems applications are affecting your operations?*

AppsWatch Healthcare offers unprecedented visibility into the performance of your critical healthcare information systems — from the true end user perspective

This affordable, accurate solution measures availability and response times of any application from the perspective that matters most — *that of the end user*. With AppsWatch Healthcare, you can keep a close eye on how long it takes to pull up patient records, submit a medication order, or any other process in the care continuum. Most importantly, you can identify and resolve any degradation in performance, before it impacts patient care and safety.

End-to-end monitoring for any application, any environment

Forget about purchasing separate test licenses for each application or version. AppsWatch Healthcare can be used to test virtually any application in the healthcare environment, no matter what mix of clinical and ancillary applications you have. This flexible solution supports Citrix environments, leading healthcare information systems, and custom applications — and all without any plug-ins. Cost and complexity are significantly reduced — you just need one solution to monitor end-to-end performance for all your applications and technology environment.

Troubleshoot problems in minutes, not days

With AppsWatch, you'll no longer need to spend days of back-and-forth discussions with multiple departments and vendors in order to locate the problem. AppsWatch's unique front end approach measures response times across every step of a procedure — enabling IT to instantly know exactly where an application fails or underperforms. In addition, AppsWatch Healthcare correlates slow response times with back-end events (such as server performance) to pinpoint the root cause of performance issues — without wasting a minute.



“Before AppsWatch, trying to locate the source of the problem typically entailed days of consultation with several departments and multiple vendors. We found we were not able to react effectively to performance issues, much less be proactive about them.”

- Robert Goodhand,
Director of Special
Projects, Information
Technology at University
of Arkansas for Medical
Sciences

Proactive performance monitoring — 24 hours a day

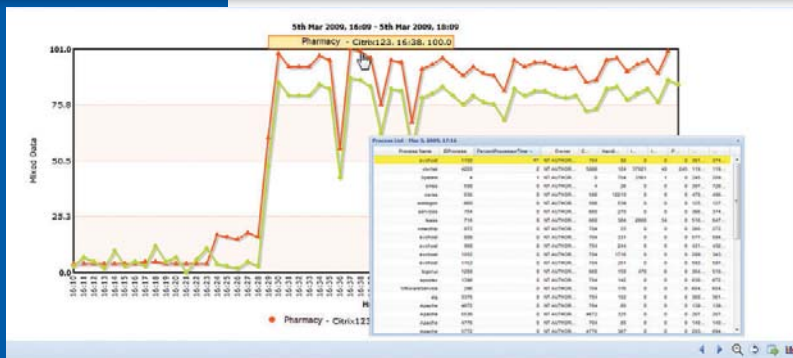
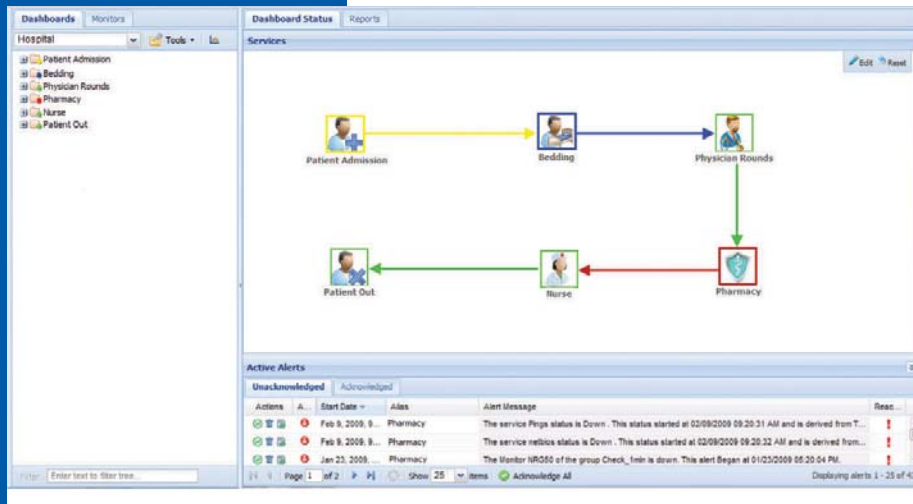
Unlike traditional network monitoring tools that trigger alarms only after a problem has occurred with a real end user, AppsWatch Healthcare continuously monitors an application's performance to proactively identify degrading performance before it impacts staff productivity or patient safety. This means problems can be identified at any time of the day, even when end users are not present, giving IT time to address a bottleneck before peak hours. And AppsWatch's historical reporting delivers key insights on performance trends, so you can effectively determine if application performance is degrading or improving over time.

No scripting necessary

With AppsWatch Healthcare, you don't need to spend days developing complex test scripts or be an expert in code. An intuitive scenario builder makes it easy to create any sequence of end user actions (complete with if/then rules and other logic) with simple commands we all understand. And you can quickly edit test scenarios as needed to support a new upgrade or changes to the application under test.

Measure performance from every angle and every location

AppsWatch measures performance from all your strategic locations, whether your facilities are spread throughout a campus or you have medical centers and offices across the state or country.



Clear and Immediate Analysis

- Powerful dashboards and reporting show you what matters most — applications, systems, and business processes
- Drill down to instantly see actual screenshots of failed steps
- Configurable alerts for any SLA or metric sent to email, pager, or SNMP traps
- Correlates slow response times with backend events — such as error log messages or overloaded servers
- Immediately know if the problem is the application, network, or database

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