



Healthcare Use Case

CUSTOMER	Michigan Hospital
PRODUCT	NDSecure Suite
INDUSTRY	Healthcare
SALES MOTION	Sales, Solutions Architects, Engineering, Executives

Key Takeways

- NETdepot helped the hospital recover lost billing transactions and prevent them from happening in the future.
- NETdepot was able to root cause isolate the performance degradation of financially impacting problems and track future outages in real-time.
- NETdepot consolidated all its tools into one centralized platform, simplifying the tracking and solving of future issues and giving the hospital complete visibility, insight and control over its operations.

BEFORE SCENARIO

A large Michigan hospital system was struggling with financially impacting outages and had no way to track them. These outages caused lost billing transactions that they weren't aware of until months later and would have to go back and manually sort through transactions to find what didn't go through. They were also experiencing delays with their VOIP systems, which decreased customer and staff satisfaction.

BUSINESS CHALLENGES

1. Faced challenges with SLA management and lost billing transactions
 2. Needed to quantify the business impact of lost productivity during outages
 3. Experienced consistent VoIP issues, struggled to identify them and how to solve them
 4. Needed added security for a new ERP system that wouldn't impact clinician productivity
 5. Leveraging too many toolsets and having trouble keeping up with all of them
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AFTER SCENARIO

Through the NDSecure platform, the hospital now had one aggregation point for all tools within the hospital environment, allowing for greater visibility. NETdepot helped prioritize financial business impact and created a homepage to show precisely how much money was lost because of outages and lost billing transactions. NETdepot added enhanced security to their hospital systems, enabling improved productivity for clinicians. The hospital could now identify and solve VOIP issues in real-time.

POSITIVE BUSINESS OUTCOMES

- Recovered lost billing transactions and provided insight into future transactions
- Greater visibility with new route cause degradation tracking of their VOIP platform
- Successfully quantify the business impact of outages
- Greater clarity and control over their environment with a single aggregation point for all tools