

EL SALVADOR GOVERNMENT HEALTH CARE INSTITUTION SAVES UP TO \$500,000 BY USING OPMANAGER

A case study

About the organization

Instituto Salvadoreño del Seguro Social (ISSS) is an El Salvadorian government institution that provides health care services to the people of El Salvador. The institution offers insurance, medical treatment, prescription home delivery, and other health-related services. There are about 114 branches throughout El Salvador.

Challenges faced by the IT admins

The IT infrastructure in ISSS comprises of 150 servers with two data centers, all connected to a hybrid network.

Being a distributed network, the IT infrastructure was highly complicated for Juan Carcamo, network engineer at ISSS. All devices on the IT network were enabled with data links, connecting the main office to all the branches. Carcamo and his team used data links to send and receive business-critical information, such as device availability or response time of switches. Network complications and a lack of efficient oversight would regularly impact device availability, causing increased downtime and packet loss.

The team faced other challenges, too:

- They required 24/7 visibility into all servers in all the 114 branch offices of the medical institution. Also, doctors and health care personnel needed to have continuous, secure access to the digital medical records of their patients.
- They had to cut down on the cost of maintenance and upgrades due to unprecedented downtime and network failures.
- The ISSS IT team needed an effective monitoring solution, which would help them meet the various data protection and privacy regulations that health care institutions are subject to.

Why did ISSS choose OpManager?

Before using OpManager, the IT admins at ISSS were provided with limited access to tools to monitor the large and complex IT infrastructure. These tools were inefficient and lacking key functionalities Carcamo and his team required.

They needed an all inclusive, full-stack monitoring solution to address their network issues. After evaluating many different network monitoring solutions, they ultimately chose OpManager.

"We evaluated the Oracle Infrastructure Monitoring platform and Microsoft System Center; but they were expensive, required agents to be installed, had poor customer support, and were not very flexible," said Carcamo.

How OpManager helped

With the help of OpManager, ISSS IT admins can now:

- Get detailed visibility into their IT infrastructure and address issues effectively.
- Troubleshoot issues quickly.
- Properly monitor health and performance metrics, processes, and more.
- Check for device availability.
- Identify broken data links and check for packet losses through **interface monitoring**.

With OpManager's customizable dashboards, Carcamo and his team have deep visibility into the company's IT infrastructure. OpManager's grouping feature helps them identify faulty servers and aids in dependency mapping. The IT admins can now understand the relationship between different resources, such as servers and devices, by mapping them together. With business view maps, they can understand how the central office is connected to other branches.

The ISSS IT staff make use of OpManager's work flow feature by automating health check tasks. "By performing health check tasks automatically every day we save time

and can focus on more decision-oriented tasks or getting to know new technologies that can be implemented in our organization", Carcamo said.

Along with automating health checks, they can now also **forecast threshold values** with the help of OpManager's AI/ML-based advanced predictive algorithms. With these, come intuitive reports on parameters that they'll use for future analysis, such as performance, availability, storage, and virtual servers.

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Finally, with OpManager's Android app installed on all IT engineers' mobile phones, they get alerts and notifications so they won't miss any critical updates.

OpManager as an asset

OpManager's high ROI proves to be an asset to the institution. According to Carcamo, OpManager helps ISSS through an annual savings of approximately:

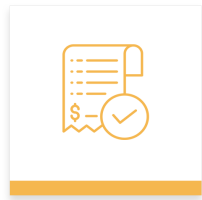
- \$100,000 by cutting down costs due to downtime.
- \$250,000 on costs of additional hardware.
- \$150,000 on maintenance costs.

"ManageEngine OpManager has made our work in the infrastructure department easier, and we are more efficient in resolving technical issues in communications between main office and branch offices," said Carcamo. "As a result, we can now provide better services to our customers"

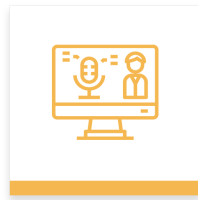
About OpManager

ManageEngine OpManager is a network management platform that helps enterprises, service providers and SMEs manage their data centers and IT infrastructure efficiently and cost effectively. Automated workflows, intelligent

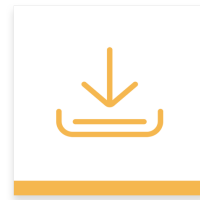
alerting engines, configurable discovery rules, and extendable templates enable IT teams to set up a 24/7 monitoring system within hours of installation. Do-it-yourself add-ons extend the scope of management to include network change and configuration management, IP address management, as well as monitoring of networks, applications, databases, and virtualization. For more information about OpManager, visit www.manageengine.com/opmanager.



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