



Proactive Monitoring and Issue Resolution

CASE STUDY



Helping a leading medical technology company service its customer base with greater efficiency and scalability

AT A GLANCE

Challenges

- Handling Patient data
- Scaling Support Services
- Timely Error Resolution

Solution

- 24 hour monitoring
- Proactive Support
- Smart Query Handling
- Intelligent Alerts

Benefits

- Real-time access
- Better Decision Making
- Accurate Issue Tracking
- Compliance
- Prepared for Growth

The Company

Monarch Medical Technologies is a privately held medical technology company founded by clinicians with a vision of improving hospital-based glucose management. Providing the safest option on the market, Monarch is replacing traditional linear protocols with individualized and predictive computer-based solutions. With its flagship product, the EndoTool® Glucose Management System, the company pioneers the field of predictive therapeutic control technologies for managing drugs. EndoTool® has been implemented at various hospitals. It provides a personalized insulin dose recommendation for intravenous and subcutaneous delivery by using more than 60 algorithms. It models each patient's individual response to insulin and predicts the next blood glucose reading.

Business Challenges

Providing impactful software solutions in today's healthcare environment presents several challenges. One of the greatest challenges is handling patient data responsibly, while staying on top of issues as they arise or even BEFORE they arise. Monarch had the idea of implementing a small footprint system that could proactively monitor the environment, while minimizing the need for local system resources. "We wanted a solution that could not only tell us what has occurred, is occurring but also what might occur. In addition, we realized that a large percentage of support calls had technician solutions that should be automatically resolved and reduce the burden on the support team. Ravi Durairaj, Managing Director of Century Software (Censof) was instrumental in helping design a system that is flexible enough not only for our stated needs but will help us use this system in ways we have not yet discovered," said Joe Killingsworth, VP of Professional Services at Monarch.

The Solution

Censof's ProActive Support Service provides 24-hour monitoring, 7 days a week, 365 days a year, and is designed to provide the Monarch professional services team with the information they need on the EndoTool® Glucose Management System product suite to stay ahead of any technical issues, providing proactive support, for the hospital and patients that rely on EndoTool®. Using a lightweight client installed on any server supporting the EndoTool® product suite, ProActive Support Service can provide real-time monitoring of the technical environment such as server performance and load, database size and performance, completion of data backup, web client responsiveness, and data feed functionality. It is also designed to take configured actions on identified issues such as restarting services, re-queueing files and notifications of newly discovered issues. The system will also provide appropriate warning notifications on issues that are expected to occur based on predictive analytics using acquired data and trending features.

Implementation

The implementation of ProActive Support Services is quick and easy, since the only software provided to the site is a lightweight, heartbeat service that is reporting back to a centralized database housed in the cloud. The communication is outbound only, negotiated port communication that is encrypted and communicating to an Azure database that is also configured with high HIPAA standard policies. Any clinical data requested is "de-identified" so no patient information is transferred but transaction still has multiple levels of security. The system provides peace of mind to our customer based knowing we are constantly monitoring actions and trends to stay in front of issues and preventing many potentially serious situations that could affect patient care.

Benefits

ProActive Support Service's constant monitoring of the environment allows us real time access to the current state of the system as well as the ability to appropriately respond to now known issues and conditions. The notification feature can be configured to send a text message or email (or both) depending on the severity of the issue. Conditions and thresholds are highly configurable based on the abilities provided in ProActive Support Services. It is able to support any query on the database(s) as well as pull contents of files and logs. It also integrates into our case management system, so support items are automatically created and assigned. The system is highly customizable, enabling the company to meet the needs and requirements of their customers. "We want to be sensitive to the processes of their environment and only perform actions they agree with, based on their own internal policies. We also do not want to perform redundant actions so we can turn on or off any of the features, so it can be customized to the site needs," said Killingsworth.

Future plans

Monarch would like to continue enhancing the solution in several ways. Their plans include using it support a robust Predictive Analytics environment, so they can trend conditions that they are monitoring and predict potential future issues. "Given the ability to trend port connect/disconnect activity as an example, will allow us the option of addressing a potential port issue or changing the port used to a more stable one. With in-depth access to a system's "health", we will soon be able to prepare customer health check's and make those available to the customers. Our customers can make more informed corporate decisions about our system as well as provide us more direct and informed feedback," said Killingsworth. They also want to provide the ability to integrate Century's solution with other technologies such as their portal and other systems used by customers. This will give them the ability to track issues as they occur and receive accurate issue reporting. Finally, they will be integrating ProActive Support Services into their product deployment cycle to help manage remote deployments and upgrades across multiple systems, ensuring that our technical team only deals with the corner cases.

ABOUT CENTURY SOFTWARE INC. (CENSOF)



At CENSOF, we thrive on complexities. We help simplify everyday business by implementing innovative technology solutions that are specially assembled to bring tangible outcomes for our customers and partners.

We provide solutions in the realm of business intelligence, process optimization, financial performance management and application performance management. With a comprehensive track record and operations across the globe, CENSOF is best poised to provide the most practical business solutions

Our Experience

“I have worked with Ravi’s team in the past, so I am already familiar with his work ethic and integrity. When I was presented with an opportunity at Monarch Medical Technologies to proactively support and service our suite of products with technology, I called Ravi to discuss our needs and see if he could help provide a solution. I have been very impressed with the product his team produced and look forward to an ongoing relationship with Century Software. The solution Century delivered is robust, flexible and meets all our immediate needs. We have a roadmap for future enhancements and uses as well. We plan to use this tool to proactively service and predict issues for our customers instead of the traditional cycle of waiting for a problem to be created and then reacting to it. The solution will save us time and money but more importantly provide our customers with the information they need to maintain a healthy, high performance system.”

Joe Killingsworth

VP of Professional Services Monarch Medical Technologies

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