



A&I Solutions

Employs DX NetOps to Help Baystate Health Contend with Pandemic-Related Demand and Ensure 100% Network Availability

PARTNER PROFILE

Organization: A&I Solutions
Industry: Software and Services Provider
Customers: 500

CLIENT PROFILE

Organization: Baystate Health
Industry: Healthcare
Employees: 12,000

By providing high-scale network monitoring and visibility, DX NetOps equips A&I customers with the advanced insights they need to anticipate and resolve network performance issues, deliver quality customer experiences, fuel future business growth, and achieve maximum success.

A Broadcom Tier 1 partner, A&I offers advanced and integrated solutions that help modern companies overcome technical challenges and maximize business growth.

A&I Solutions

Business

A&I Solutions is a leading software and services provider, with more than 20 years of experience focused on the Broadcom portfolio of products. A Broadcom Tier 1 partner, A&I offers advanced and integrated solutions that help modern companies overcome technical challenges and maximize business growth.

By delivering intelligently designed software, expert IT services, and comprehensive tools and resources, A&I helps customers master all aspects of the digital lifecycle. The team’s services span mainframe, distributed, virtual, and cloud platforms. They have extensive expertise in the entire application lifecycle—including planning, building, testing, deploying, operating, and securing. With this expertise, A&I enables customers to transform their business by boosting consistency and efficiency.

Today, A&I supports more than 500 customers nationwide. The company serves customers across a variety of industries and sectors. A&I remains focused on helping customers seamlessly meet their evolving technology needs and accelerate future growth.

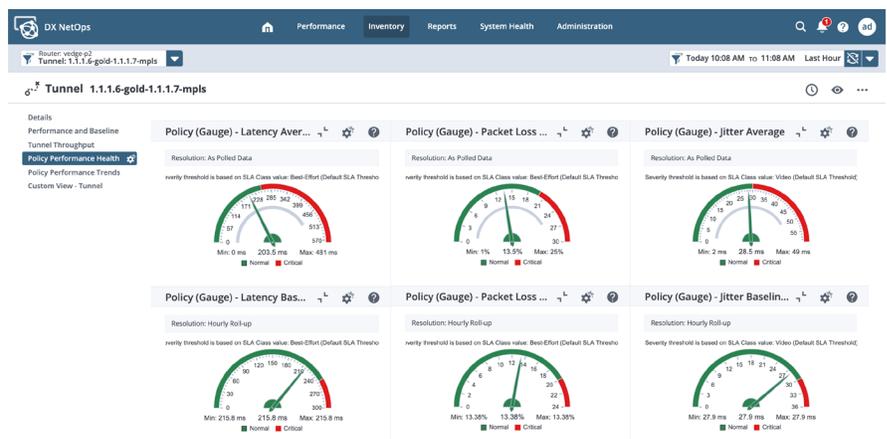
A&I customers rely on a number of Broadcom solutions, including DX NetOps network monitoring software. DX NetOps represents one of the most mission-critical solutions for these companies. DX NetOps helps A&I customers proactively manage their networks, offering improved visibility into the performance of large, diverse, multi-technology architectures. With the solution, customers have achieved increased operational efficiencies and faster triage times. The following is a case study of an A&I customer and its successful use of DX NetOps to maintain business continuity.

Baystate Health

Business

Baystate Health is a not-for-profit, integrated healthcare system serving over 800,000 people throughout western New England in the United States. With roots dating to the founding of Springfield Hospital in 1883, Baystate Health has been providing high-quality and compassionate healthcare in the Pioneer Valley for more than 140 years. The organization’s facilities and services include a primary medical center, trauma center, children’s hospital, three community hospitals, and a network of more than 80 medical practices.

Figure A: DX NetOps enables “one-click” access to network intelligence like interface health, discards, and errors—enabling fast triage of any customer experience issue.



During the pandemic, the team needed to ensure networks effectively supported a new and expansive telehealth application, while delivering a consistent, reliable experience for patients and providers.

Challenges

Given the complex nature of their environments, the network operations team at Baystate Health was challenged with reliably monitoring different types of connectivity and performance throughout each of the organization’s networks. Further, during the pandemic, the team needed to ensure networks effectively supported a new and expansive telehealth application, while delivering a consistent, reliable experience for patients and providers.

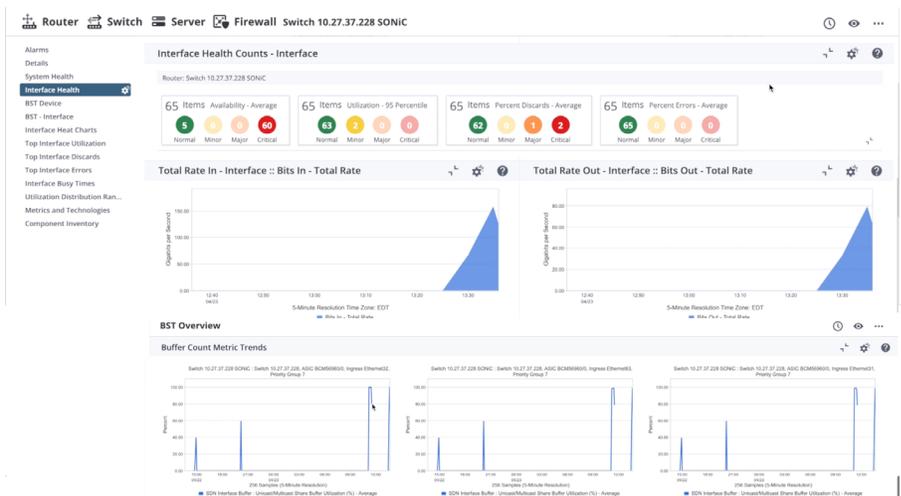
Baystate Health found that it needed a modern network monitoring solution that could efficiently assure the availability of the expansive networks their hospitals and clinics relied upon, including clinics’ wireless networks, along with connectivity to the data center and cloud applications. They needed advanced fault, performance, and flow monitoring. Additionally, the team required a monitoring solution that could provide deep visibility and insights, so staff could identify the source of network bandwidth consumption issues that could have an impact on the applications used by clinical end users providing patient care. Baystate’s overall goal was to keep all systems and networks running optimally, so they could support patients, providers, and caretakers.

Solution

To improve network availability and provide unified visibility into bandwidth consumption, A&I recommended DX NetOps from Broadcom. A&I deployed the solution to monitor and ensure optimal performance of all the networks and applications the organization relies upon in providing quality patient care. The team has employed these capabilities:

- DX NetOps for fault management provides Baystate Health with patented root cause analysis technology that enables the team to quickly and reliably understand the source of any performance issues as well as the effect on neighboring infrastructure. The solution also provides reliable configuration management and change analytics to help prevent network outages due to human error or device updates.

Figure B: DX NetOps enables real-time visibility into network congestion and packet loss events that can affect application performance.



Utilizing DX NetOps, A&I Solutions helped Baystate Health enhance its network operations. With the solution, the team is able to maintain 100% network availability and ensure uninterrupted, high-quality patient care.

A&I Solutions helped Baystate Health deliver optimized experiences, even after the pandemic significantly increased network bandwidth consumption, which was driven by this “new normal” of doctor-patient interactions.

- DX NetOps for performance analysis provides network performance and capacity analytics that offer pinpoint visibility into bandwidth consumption and reliable predictions into network availability. With these capabilities, the team can reduce operational costs associated with managing network infrastructure, while speeding troubleshooting.
- DX NetOps for flow analysis equips Baystate Health with enterprise-wide visibility into clinical application traffic, identifying abnormal traffic patterns or the source of high bandwidth consumption. With the solution, the team can quickly identify the source of performance problems, whether they’re originating at the application, user, or port level, so they can quickly restore health services and maintain quality health care.

Results

Utilizing DX NetOps, A&I Solutions helped Baystate Health enhance its network operations. With the solution, the team is able to maintain 100% network availability and ensure uninterrupted, high-quality patient care. DX NetOps has helped the team at Baystate Health to realize the following benefits:

- **Enhanced network availability.** DX NetOps provides greater visibility into Baystate’s critical networks, offering insights for performance and device availability. This enables teams to track and manage how applications that affect patient care are performing.
- **Strengthened operational accountability.** When working with external service providers to troubleshoot, the solution’s patented root cause analysis delivers greater clarity into the source of network disruptions.
- **Network monitoring scale.** With its industry-leading monitoring scale, DX NetOps enables Baystate Health to deliver quality patient care via telehealth applications. With the solution, the team can deliver optimized experiences, even after the pandemic significantly increased network bandwidth consumption, which was driven by this “new normal” of doctor-patient interactions.
- **Optimized traffic prioritization.** With the solution, the team can now identify and deprioritize non-essential network traffic, helping to improve performance of critical clinical applications and overall patient care.
- **Improved mean time to repair (MTTR).** The solution provides end-to-end visibility for network fault, performance, and flow monitoring, as well as proactive notifications for any service degradation.

Conclusion

To help its many customers make informed decisions about their network operations, A&I Solutions relies on DX NetOps network monitoring software from Broadcom. By providing high-scale network monitoring and visibility, DX NetOps equips A&I customers with the advanced insights they need to anticipate and resolve network performance issues, deliver quality customer experiences, fuel future business growth, and achieve maximum success.

For more information about A&I Solutions, please visit anisolutions.com.

For more product information, please visit broadcom.com/netops.



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