



INTEGRIS Health, Inc. Makes Service Level Assurance a Top Priority

SightLine is Key for Monitoring OpenVMS, Tru64 and AIX Environments

INTEGRIS Health is Oklahoma's largest state-owned health system, with hospitals, rehabilitation centers, physician clinics, mental health facilities, independent living centers, and home health agencies throughout the state. With a wide, interconnected network and much sharing of information between facilities, it is crucial that their IT network service levels ensure constant network availability in order to provide superior client response time.

SightLine is being used to monitor the operating systems and hardware of INTEGRIS Health's network. Ted Kidd, Systems Engineer for INTEGRIS Health, explained that the organization needed a tool to track overall system performance and utilization. In particular, they needed a monitoring solution for their OpenVMS platform. After looking at different vendors, including PAWZ, the company decided that SightLine would best serve their complex needs based on SightLine's drill-down capabilities and ability to monitor server performance 24x7.

Quickly Identify and Resolve Problems

Kidd explained that SightLine has provided INTEGRIS Health with accurate historical information, as well as timely day-to-day information. It has eliminated guesswork about requirements for hardware and has allowed INTEGRIS Health to spot and analyze problems quickly and efficiently. In addition to covering their OpenVMS platform, SightLine has enabled INTEGRIS Health to monitor their Tru64 and AIX environments, fostering interrelationships between these critical systems.

By using history trace files and offering the data on their internal web using SightLine's AutoWeb, INTEGRIS Health has been able to better track server activity and actually see growth trends. This is crucial to their systems engineers as well as management, who are able to access information for analysis in an easy and timely manner.

"The Auto-Web feature allows others in IT to see what our servers are doing at any time of the day," said Kidd. "They can also see what the servers did yesterday, last week, or last month." As an example, Kidd cited a recent instance in which a message was received from their Tivoli monitor that the CPU of one of their servers was extremely busy. When they received the message, they pulled up the SightLine live feed plot for that server (which is offered up via AutoWeb). Because of this advanced monitoring feature of SightLine, Kidd was able to go to the Web page for live plots and see that the CPU was pegged at 100% for the past 30 minutes. Kidd was able to work with the application/database analyst, find the cause of the problem, and resolve the issue.



SightLine provided the means to see it all, enabling managers to implement performance rules and logic that automatically scanned all components of the critical transaction path in real-time to ensure complex operations remained contention free, and to assure service level standards.

"We needed service level assurance across the many levels of our enterprise. SightLine ... makes a significant difference in our overall operations efficiency."

- Ted Kidd, INTEGRIS Health, Inc.

Value for Executives through End-Users

With SightLine, INTEGRIS Health experiences value at all levels of the organization. At the executive level, it provides real-time information about the health of the system in terms they can understand. For IT staff, the drilldown capabilities allow a complete view of the system and any potential problems. It also assures better client response time because of less down time, and integrates with all platforms, representing huge economy of scale for cross-domain applications.

"We needed service level assurance across the many levels of our enterprise," said Kidd. "SightLine was able to provide a smooth flow of information through its seamless integration, making a significant difference in our overall operational efficiency."

About SightLine

SightLine Systems provides the only performance management solution to assure service-level management by all of the IT departments supporting the business value chain. Unique capabilities for real-time analysis, automated correlation of unknown processing issues, and advanced trending analysis assist a company's operations, systems engineering, systems management and planning functions to deliver and maintain business applications at optimum performance levels.

SightLine enables you to view end-to-end business flows and view service level indicators in real-time. An organization is able to maintain peak performance of its applications and the systems supporting them. SightLine offers 'end-to-end' management of the business critical IT infrastructure by:

- ◆ Helping isolate and determine the causes of problems affecting business systems processing.
- ◆ Gathering performance data from UNIX, Windows, OpenVMS, Unisys and other open systems environments and displaying it in customized real-time views integrated with the ability to alert IT when service levels are not being met.
- ◆ Providing a comprehensive solution for monitoring the health and availability of IT business services and transaction response times with the ability to quickly pinpoint the source of service degradations.
- ◆ Enabling an independent view to be modeled for current and future IT resource requirements without the need to be a platform expert.

Now organizations can easily identify trends and relationships in key business indicators as they are occurring, not after they have reached a critical threshold. Furthermore, SightLine can quickly and automatically determine the root causes which are contributing to any service level degradation and enable IT to address the issues before end-users experience any service interruptions.



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