Transforming Healthcare Operations with ZIF Advanced Analytics

for a Healthcare Improvement Company

Customer Overview

The customer is a renowned healthcare improvement company, partnering with thousands of U.S. hospitals and providers. Their comprehensive services empower providers to optimize costs, improve operations, and enhance patient outcomes. With expertise in supply chain, data analytics, and performance improvement, the customer drives transformative change, delivering sustainable value and advanced healthcare.

The Business Situation

The customer has a large IT infrastructure ecosystem and was facing several challenges in their operations. The customer was under commercial pressure to deliver reliable business application performance. They faced challenges such as unplanned disruptions, high operational costs, and inefficient reporting. They sought a solution to improve reliability, reduce costs, and enhance performance of their 6000+ servers and 700+ network devices.

The Solution

Implementation of proprietary AIOps Platform ZIF enabled proactive IT operations, data led decision making, and high performance and reliability of business services, while significantly reducing costs. ZIF delivered the following key features and capabilities:

- Monitoring of performance and resource availability in real time
- Integration with ITSM ticketing tool
- Accelerated RCA by aggregating data from various tools (ServiceNow, DynaTrace, SolarWinds) and multiple OS, middleware, database, and business applications
- Use of ML techniques and CMDB to reduce false positives
- Recommendations on resources based on predictions and capacity
- Implementation of Integrated Command Center (ICC) and integration of SOC
- Application Health Index (AHI) in real time and forecast
- Intuitive workflow/ activity-based tool for process automation
- Self-service portal to handle tasks and remediations without IT involvement
- Fully automated service management life cycle - from incident creation to resolution and automatic closure
- Profile management of non-persistent VDI giving users a persistent experience

Challenges

- Large number of false positives from existing monitoring tool EM7
- Unnecessary noise alerts, making it difficult to identify actual and critical alerts
- High costs of operations and maintenance
- Resource intensive with only few team members trained on it
- Alert details or granular alerts not available
- Reporting not user friendly
- Need for virtual desktop infrastructure to meet business requirements

Solution Highlights

- AI/ML and CMDB techniques to reduce false positives
- Event correlation between events from EM7, ServiceNow, and Dynatrace, AHI
- Predictive model for insights on potential high severity incidents and utilization of resources
- Customizable dashboard and role based access
- Real-time operational intelligence
- Proactive support instead of reactive support
- Reduced 'skill index' to manage tools
- Self-service portal, automation of remediation, fully automated service management life cycle
- Profile management of non-persistent VDI giving users a persistent experience

Solution Outcomes

- Reduction in turnaround time for resolutions and workarounds
- 30%-40% reduction in alerts overall
- 10% reduction in volume of tickets related to NOC alerts, within 12 months
- Reduction in P1 incidents
- 30%-40% automation of runbook
- Predictive analytics for smarter decisions and early warnings
- ~20% improved availability through predictions for system failures

To find out how ZIF can help your organization, please visit
www.zif.ai