



Systems Management Solutions for the Health Care Industry

The powerful functionality and continued development of the QSystems Management Suite is driven by our commitment to meet the ever-changing, real-world needs of our customers. That's why QSystem Monitor, QMessage Monitor, and QRemote Control have become the products of choice for leading health care organizations around the world. Learn more about the systems management solutions available for your business by reading these examples from the Health Care Industry.

“If any of our day/week/month or year-end processing tasks experience problems that aren't identified and resolved, associated accounting transactions do not get posted. These processes must complete to close out the day/week/month or fiscal year. Our business is so tightly integrated; an unresolved task could result in a customer not receiving a scheduled delivery.”

MESSAGE
monitor

QMessage Monitor's event monitoring capabilities are ideal for ensuring regular and business critical tasks, such as end-of-day, complete smoothly and without incident. Managers can be alerted if the scheduled event failed to start or finish in the expected time parameters. This real-time call-to-action reduces the possibility of subsequent problems regardless of the time of day. The instant a defined event does not occur, QRemote Control will issue a message to a mobile phone and will continue paging members of the on-call team until it is answered. The message tells managers which system is affected and which system message requires action. The investigation time is effectively zero.

REMOTE
control

“Following the launch of a new product, our global sales team was exceptionally busy taking orders from new and existing customers. The sales personnel began complaining they were experiencing very poor response time, which was slowing their use of the critical sales application. Our operators checked the system but the cause was not obvious. The network team believed it was a system problem, and we were convinced it was a network problem.”

SYSTEM
monitor

Sometimes network-related problems are not obvious. When the root of the issue is unknown, it's easy to create a 'blame deadlock' between departments. QSystem Monitor offers an extremely useful 'view' of IOP utilization which, in this case, would highlight an issue with the original configuration – a problem so 'hidden' that it is unlikely to be investigated unless all other options have been ruled out. However, with the visibility of QSystem Monitor, operators can immediately pinpoint unusually high utilization on a particular processor. This observation combined with the knowledge of poor response time would immediately highlight that processor for a more detailed examination, dramatically reducing investigation time. A fast resolution, supported by QSystem Monitor, would have quickly restored optimal productivity levels for users.

Schedule a Customized Demonstration.
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