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Case Study



Opteq cures Medicross...

Internet Link and Access Management
Medicross
Healthcare, Hospital and Clinic Management Company

The problem definition by the IT department was that management was unhappy that they had approved a number of upgrades to the Internet link speeds without achieving the desired results. Specifically user satisfaction ratings were still poor but with the added complication that it is extremely important for Doctors to be able to access corporate systems from outside the network and across the Internet. This is promoted by the company as their competitive edge and Doctors are able to access research, patient records, issue instructions, book beds, schedule procedures and a growing number of applications from their offices. After repeated upgrades of the Internet Link without any appreciable improvement and satisfaction never mind staff and internal departments Opteq South Africa was contacted for a solution.

It was difficult to agree a scope, objective and ROI model with this client as their main interest was Doctor Satisfaction and there were many variables that would be outside of the control of Opteq and could affect the results. Server performance and Doctors own links and usage profiles were the two most worrying. It was soon established by interview that Doctors were well aware of the fact that if they could access hotmail faster than the clinic then the problem was not theirs and we even managed to get a few to agree to be part of the performance measurement (Most just told us to go away and fix the problem). The Server performance issue was resolved by placing the unit inside the existing firewall where we could measure round trip times and server response ourselves and eliminate or highlight those issues.

The client requested that we do not run the pilot in monitoring mode but simply install it and add policies based on our experience and best guess as they did not wish to waste time and were well aware of the issues. This was done and they simply sent our partner a check for the unit after 3 days of operation. The unit has been operating for well over a year now without any support calls and 100% uptime. We did not complete the ROI calculation or revisit the Doctors but the client reports no further issues and high levels of satisfaction.

Bandwidth management was initially proposed and implemented through bandwidth iQ for this client because cache and content management would not have assisted with the Doctor issue but a follow-up test is scheduled for 3rd Quarter to assess this. In the interim the client has decided to replaced there existing firewall with firewall iq. This means the opteq iq solution is now running firewall iQ, Bandwidth iQ and real time iQ on the main internet link.

We are furthermore planning an exercise and ROI model for managing each of the wide area clinic links.

All about Opteq iQ: All about Opteq iQ: Opteq International is acknowledged as an emerging leader in the rapidly evolving world of true network management. We operate according to an independent ethos, remaining inventive, flexible and progressive within a future focused industry. By designing, developing and manufacturing our own proprietary applications on unique hardware server platforms, we retain total control over the quality, performance and reliability of our products. The Opteq flagship product, Opteq iQ, is the unique customised vehicle through which we measurably impact the businesses of our customers [continued...]



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by fully capitalising on the investment made in their network. Opteq identifies the existing barriers that prevent your organisation from realising the full potential of your network architecture. The driving idea behind Opteq iQ is to get the most out of our customer's network... to thrive in today's fast-paced, data-intensive economy where our customers depend on the corporate network to be truly responsive and secure. Opteq iQ is designed as a single solution to facilitate the three converging key deliverables of the network management world – Performance, Security and Management. Singular iQ is at the core of our solutions. All of the Opteq iQ application modules reside on, and exploit the rich functionality provided by Singular iQ. With Opteq's Singular iQ, you have all the comprehensive sets of tools and utilities available to enforce true network management within your organisation. This modular architecture fundamentally differentiates the Opteq iQ product set from its competitors and underpins Opteq's approach and philosophy towards managing network infrastructure - end-to-end management, customised for each unique installation, from one transparent solution.