

## Case Study

# Lorraine Institute of Oncology

### About Lorraine Institute of Oncology

The Lorraine Institute of Oncology is a non-profit organization in France that offers public healthcare services including cancer testing, diagnosis, and treatment, as well as clinical research and teaching. It belongs to UNICANCER, the French federation of anticancer centers; it is also the only hospital in the Lorraine region that concentrates its medical and paramedical activities to diagnose and treat cancers. Approximately 650 people work throughout the organization.

### Business issue

The organization's small IT department (a staff of approximately 14) manages the entire IT infrastructure, which includes two data centers as well as 150 servers (70% virtualized). As the institution added appliances and additional complexity to its existing infrastructure, it looked to Skylight™ to help assess its monitoring of network and application performance to strengthen its commitment to user quality of excellence (QoE). This was especially critical as key users, including clinicians, often waited more than twenty minutes to access patient information and records.

### Solution benefits

By implementing the Skylight solution, Lorraine Institute of Oncology was able to:

- Gain visibility into, as well as measure, application performance
- Leverage easier-to-use dashboards with fewer than three clicks to critical information and proactive bottleneck and root cause identification
- Improve IT productivity while achieving greater user satisfaction throughout the organization

- Mitigate and control risk specific to new deployments and application rollouts

### Business value and ROI

Since Skylight was deployed, the institution has achieved or surpassed its key business objectives.

### ROI value: real-time access to critical medical records vs. wait times of longer than 20 minutes

- Streamlined, easy-to-use, and expedited process to identify root cause of a bottleneck, slow down, or degradation. Helps facilitate infrastructure and performance conversations with third-party application providers, resulting in reduced potential for issues once applications go live
- Higher end-user (i.e. IT, clinical, patient, line of business) satisfaction due to productivity gains in accessing and utilizing critical medical information. More instantaneous access to data vs. traditional wait times of over twenty minutes

- Real-time, 360° visibility into network and application performance, which drives shorter resolution times, optimizes productivity, and mitigates potentially life-threatening risks specific to patient care. More time for application rollout, clinical research, diagnostics, and testing. Less time spent on resource-depleting bottlenecks
- Creation of network maps and protocol identification in the network's bandwidth pinpoints where potential problems or issues are located (i.e., server, workstation, network, etc.)

"The acquisition of Skylight is a worthwhile investment as it helps us to diagnose network and application incidents quickly and efficiently."

**Murat Aksu, IT Operations Manager,  
Lorraine Oncology**

## About Accedian

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