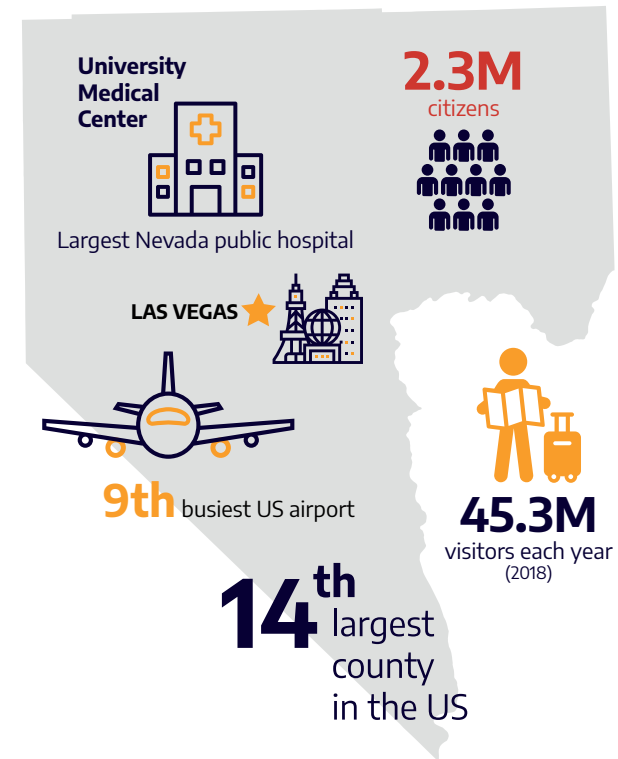## Case Study

14th Largest County in the United States

About the county

This county is the nation's 14th-largest and provides extensive regional services to more than 2.3 million citizens and more than 45.3 million visitors a year (2018). Included are the nation's 9th-busiest airport, air quality compliance, social services and the state's largest public hospital, University Medical Center. The county also provides municipal services that are traditionally provided by cities to more than 1 million residents in the unincorporated area. Those include fire protection, roads and other public works, parks and recreation, and planning and development.

Business issue

Prior to implementing Accedian's Skylight™, the county's business operations and its ability to transact and respond quickly to user requests, was dependent on an end of life IT infrastructure solution that gave them a limited view of what was happening in their network. Their existing solution was architected for cloud-only (versus a cloud and on-premises solution). As such, data had to be hosted in the cloud which meant that SQL had to be masked and the important information could not be seen. The county found it difficult to respond to customer complaints related to performance or timeliness due to a total lack of visibility. They were not able to quickly resolve issues as they did not have a solution that immediately pointed them to the source of performance degradations.

University Medical Center

Largest Nevada public hospital

LAS VEGAS

9th busiest US airport

2.3M citizens

45.3M visitors each year (2018)

14th largest county in the US

Solution benefits

Thanks to a fast Skylight™ implementation, the county now has a high definition visibility and performance monitoring solution for, both on-premises and the cloud, that:

- Delivers fast MTTR, ease of deployment
- Shortens resolution time with significant ROI
- Identifies and pinpoints issues to troubleshoot quickly and easily
- Lowers total cost of ownership as it relates to system admin and maintenance
- Gives a clear view of network resource usage by user, by bandwidth, by applications and so on
- Identifies degradations across multiple sites and accelerates capacity to solve problems
- Provides a unified tool for collaboration between teams
- Accelerates the diagnosis and repair of performance degradations
- Analyzes usage and performance trends across multiple time-periods

Business value and ROI

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

ROI value: delivering both on-prem and cloud, Skylight is the one-stop solution that increases customer satisfaction, achieves high availability, optimizes productivity, and accelerates resolution times.

- Due to the stellar performance monitoring capabilities offered by Skylight, the solution is now a critical source of data of end user experience
- Fully robust, highly cost-effective performance monitoring solution that offers proactive management, ex-post analysis, transactional analysis of file storage and transfer flows
- Streamlined, easy-to-use, and expedited process to identify root cause of a bottleneck, slow down, or degradation. Pinpoints problem origin expediently and efficiently, optimizing staff productivity
- Real-time, high definition visibility into network and application performance, which drives shorter resolution times (MTTR) optimizes productivity, and ensures 24/7/365 availability of business critical applications

About Accedian

Accedian is the leader in performance analytics and end user experience solutions, dedicated to providing our customers with the ability to assure their digital infrastructure, while helping them to unlock the full productivity of their users.

Learn more at accedian.com

ACCEDIAN