FireScope Epic EMR Service Assurance

FireScope Stratis provides healthcare organizations with complete visibility into the health and performance of their Epic EMR implementation, from the underlying infrastructure to the point of care.

Historically, healthcare organizations have been forced to invest in a hodge podge of monitoring and management tools with little to no integration to identify and troubleshoot problems with their Epic environment. As performance issues or outages occurr, IT professionals must consult dozens of interfaces in a manually intensive effort to identify the source of issues, causing significant delays in restoring normal operating conditions.

With FireScope Stratis, this no longer has to be the case. Leveraging tight API integrations with VMware, Cisco, Citrix, EMC and NetApp, FireScope natively handles storage, virtualization and VDI management for Citrix environments. Traditional SNMP, Syslog and TCP testing provide visibility into the network, power and air on which the entire platform depends. Rich agents offer real-time analysis regarding the health of key Epic services such as Print, Relay, Interconnect and Clarity. Finally, synthetic web user transactions complete the picture by adding insights into how users are perceiving performance and provide a holistic measure of the entire platform.

Furthermore, as all of this data is being captured and stored in a single, Big Data repository, organizations can quickly drill down from a service outage to it's root cause and restore normal conditions in record time. FireScope's integrations with ServiceNow, LANDESK or Cherwell CSM can also be leveraged to automatically generate incidents to further improve response times. There's simply no better way to assure high availability and performance of an Epic implementation, delivered at a fraction of the cost and effort of traditional management suites.

Key Benefits:

- Comprehensive and holistic Epic service(s) assurance, performance and security management.

- Automatically map the critical dependencies of your Epic implementation and manage change in a way that reduces risk.

- Integrate management of Epic and the underlying infrastructure into a single interface for faster identification of issues and root-cause analysis.

- Tight API integrations with VMware, Cisco, Citrix, EMC, NetApp and others enables automated discovery and configuration of best practice monitoring, reducing configuration and maintaining the solution.

- Synthetic web user transactions provide insights into how users are perceiving performance.

- Behavioral learning via self-adjusting baselines help reveal real-world issues before users are impacted while avoiding false alarms.

- Multiple predictive analytics algorithms help IT leaders model future capacity requirements and pinpoint the best time to invest.

- Integration with ServiceNow, LANDESK and Cherwell enable automated incident generation to initiate remediation efforts faster and more effectively.

- Cloud-based platform supports unlimited scalability with no impact on performance - All without adding yet more infrastructure for IT to manage.

- Get results quick with automated discovery and configuration of system and application metrics.