User Data Tell A Good Story

It was a momentous decision when the Region of South Denmark decided to insource the operation of their electronic patient records. A project which had high initial costs but will pay off with substantial savings in the long term, if it is successful. And thanks to the preliminary and subsequent measurements conducted by Performance-Guard, the effect of the large investment was clear from day one.

"The Region's server response time has actually dropped from around 950 to 230 hours daily. And this was no shot in the dark - we were able to measure, quite specifically, the improvement using PerformanceGuard."

FUNKTIONAL MANAGER OF
IT INFRASTRUCTUR
HENRIK LASOTA GREGERSEN
THE REGION OF SOUTH DENMARK

After eight years of using the same supplier, the Region of South Denmark decided to insource the server hosting and maintenance of its electronic patient records (in Danish known as EPJ). The alternative was to conduct a complicated public procurement procedure. At the same time, the goal was to improve user experience, since to begin with, server response times were too long, which resulted in too long waiting time for users in the healthcare industry. But even if the insourcing of hosting has been a resource-demanding job, it quickly turned out to be a good decision.

"Quite specifically, our servers' response time improved by 17 milliseconds per query. Even if it does not sound like much, it nevertheless quickly adds up when you have up to 21,000 employees across 13 hospitals and healthcare units in the entire region who access the system multiple times a day. And this was no shot in the dark – we were able to measure, quite specifically, the improvement using PerformanceGuard," says Henrik Lasota Gregersen, Functional Manager of IT Infrastructure of the Region of South Denmark.

720 WORKING HOURS SAVED DAILY
The Region's server response time has actually dropped from around 950 to 230 hours daily. This means that staff at the Region of South Denmark's hospitals are waiting less for the system to respond. Actually much less: 720 working hours less on a daily basis.

CapaSystems
...because time matters

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A conclusion that has been drawn from actual user data collected from each individual computer in the entire region.

It was no arbitrary decision to have PerformanceGuard collect data locally from each individual computer. The link to individual devices namely ensures that the conclusions that are drawn about the performance of the IT systems reflect the reality experienced by doctors and nurses at the hospitals.

"The setup with data collection from all of the Region's computers can look a bit excessive. But it is a fact that if you try to set up a test that is not based on end-user experience and the equipment end users are actually working with, you run a very substantial risk of getting an entirely unusable result," explains Claus Haugen, consultant at CapaSystems.

PERFORMANCE MEASUREMENTS EVERY DAY, ALL THE TIME
Even if the measurements at the Region of South Denmark tell a really good story about downtime, PerformanceGuard also has another critical feature, namely troubleshooting.

The PerformanceGuard measurements run all the time. PerformanceGuard collects information about the performance of the IT systems every minute around the clock, and because the measurements are based on the users' own devices, this gives the Region's IT departments an opportunity to troubleshoot all the way down to each individual device when a user calls in with a problem: Is it a matter of a general problem that affects the server? Is there a disturbance at an individual department? Or does a computer simply needs to be replaced?

ABOUT THE REGION OF SOUTH DENMARK
There are more than 21,000 healthcare employees in the Region of South Denmark. Many of them work at one of the many hospitals in the Region, which are divided into five main units: Psychiatry, Odense University Hospital, Lillebælt Hospital, South-West Jutland Hospital and South Jutland Hospital. The Region's IT systems are divided among the five units, and the administration of specific services is therefore decentralised. The outreach clinics guarantee a high level of competence, but place substantial requirements on the troubleshooting software and infrastructure.

CapaSystems is a Danish software and consultancy company, which since 1996 has focused on creating software solutions that provide a better overview, reduce costs, improve end user satisfaction and give our clients increased flexibility. CapaSystems achieves this by offering expertise and smart technology that can maximise the potential in our customers' IT systems. At CapaSystems you can be sure of getting a solution that meets your needs.

CapaSystems is behind the development of the two software solutions CapaInstaller and PerformanceGuard and today employs 50+ employees located in Taastrup and Skanderborg, respectively. Solutions from CapaSystems are used in a large number of Danish and international companies.