

Pulseway Empowers CareTech To Solve Critical IT Issues Immediately From Their Smartphones



Industry

CareTech Solutions provide hospitals and higher education institutions with bespoke IT services, which are scalable and cater to their unique needs.

Background

SLV Regional Medical Center (SLVRMC) is one such client, and is the largest and most comprehensive health care provider in the San Luis Valley, Colorado.

Why Pulseway

CareTech needed a monitoring system that took the monitoring burden off their shoulders.

"Pulseway stands out to me not because of the incredibly useful features but because of the immediate response I receive from support. This product has allowed me reboot a server, run a task, kick a user, reset a password and many other things I normally couldn't do without coming into the office, all from my Android."



Brian Heersink
System Administrator
CareTech Solutions

Customer

CareTech Solutions provide hospitals and higher education institutions with bespoke IT services, which are scalable and cater to their unique needs. Clients represent urban, suburban and rural markets, from small hospitals to large integrated health systems in both academic and nonacademic environments. SLV Regional Medical Center (SLVRMC) is one such client, and is the largest and most comprehensive health care provider in the San Luis Valley, serving six rural counties with a population of more than 45,000. The hospital has 49 licensed beds and three

operating rooms. The Emergency Department serves 13,000 patients per year with 24/7 physician coverage.

The challenge

The challenge was to find a systems monitoring solution that would provide immediate alerts of the IT system issues and allow support staff take immediate action. To date no product enabled CareTech to provide such a proactive and flexible IT support solution. Simple utilities were used in the past; however, they only "pinged" key IT support staff when a server was unreachable. As a customer, SLVRMC needed much more because it depended on internal systems for notification.

The Solution

Pulseway software uses a securely encrypted mobile application empowering customers with total control over their IT systems. Pulseway has taken the burden off monitoring servers, by not only monitoring server uptime but also providing a plethora of statistics and actionable items. The software has been designed to monitor critical systems irrespective of their geographic location. Within minutes the user finds out about system issues and has the ability to fix issues from a smartphone or tablet. Because of this, support can be provided from any location and at any time. 24x7 support is provided at a fraction of the normal cost.

"When I tried Pulseway it took the monitoring burden off my shoulders. While I was satisfied with the notifications sent to my mobile phone, the features Pulseway provided blew me away. It didn't only monitor server uptime but provided a plethora of statistics and actionable items. Within minutes I went from not only finding out about systems issues but I also had the ability to fix those issues from my smartphone"



Brian Heersink
System Administrator
CareTech Solutions

The results

CareTech System Administrators now use their smartphones as first line of support. This makes them much more efficient due to the fact they don't feel it necessary to stay within a 10 mile radius of the hospital. Staff proactively Monitor the network and the entire IT staff utilizes the "Dashboard" functionality. Servers and their status are permanently displayed. When one of the server icons turns yellow or red (indicating an alarm has been triggered) everyone is aware of the issue and this leads to a quick and efficient response.

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