

Bon Secours Mercy Health Safeguards Patient Care with **30% Improved P1 Incident Prevention**

Shifted from reactive to proactive incident response with complete visibility for 5,600 digital communications devices supporting 70,000 phones.

Bon Secours Mercy Health (BSMH) is one of the five largest Catholic healthcare systems in the US and the largest private provider in Ireland, including 1,200+ total sites of care, 50 hospitals, 2,600 providers, 450 consultants, and 60,000 associates. Digital communications are the lifeblood of BSMH; and healthy interoperability across their vast IT estate is critical. To solve visibility gaps with incumbent monitoring tools, including SolarWinds, BSMH employed the SL1 platform for its native full-portfolio Cisco Unified Communications (UC) monitoring and extensibility for unique use cases.



Customer Goals



Shift from reactive to proactive – lacking full UC infrastructure visibility, IT was unaware until users called, impacting patient care



Ease UC complexity and administration burdens resulting from shortcomings with existing monitoring services and solutions



Quickly adapt to support business changes such as a global pandemic or merger and acquisition, and better maximize its operations

ScienceLogic Solution



Closed visibility gaps, speeding MTTR and reducing P1 incidents through SL1 broad, deep, native monitoring for Cisco UC platforms



Simplified UC monitoring and management with the SL1 platform including highly intuitive dashboards and automated workflows



Increased agility with a single open SL1 platform; enabling shift to remote work, rapid onboarding, on-demand data insights, and custom monitors

“ SL1 was simple to deploy—it has been adaptable to every need that we have thrown at it and continues to be the cornerstone of our unified communications monitoring platform. ”

– Luke Stackle, Telecom Engineer IV, Bon Secours Mercy Health

Results

30%

reduction in P1 incidents

23%

improvement in MTTR

5.6K

UC devices proactively monitored
– supporting 70,000 phones

Technical Challenges Addressed



Proactive UC Infrastructure Visibility

Incomplete UC visibility was putting the telecom team on their heels, often reacting to issues and outages when notified first by their users. Incumbent monitoring services and solutions could not provide the granular insights required to preempt P1 patient-impacting events. BSMH implemented the SL1 platform and gained full UC estate visibility which drove dramatic improvement in service response and quality. SL1 provides native support for all BSMH Cisco UC platforms including UCM, Unity Connection, Contact Center Express, VCS, and more.



Ease Complexity, Administration

The BSMH telecom team are UC (voice, video, collaboration) specialists by trade—not monitoring tool operators or administrators. Monitoring is critical to deliver high-performing UC services, but shortcomings with incumbent tools imposed challenges for the team. Built for high-efficiency, scalability, and unified visibility, the SL1 platform eliminated the complexity with a complete real-time picture of their entire UC estate, and easy data insights and automated workflows that readily supported a workforce transitioning to support “work from home” workers.



Adaptable for Unique Use Cases

Helpful for the team is a tool in hand that could easily extend and adapt to changing technological and business requirements—the SL1 platform has delivered this valuable support, proving adaptable to every need the team has thrown at it. For unique visibility needs, out-of-the-box integrations (SL1 PowerPacks) were easily customized to gain additional data insights. Examples: query devices for serial numbers to support inventory audits, query software version for devices needing security updates, and monitor SIP trunk failover by polling through UCM for operational status.

Why ScienceLogic?

The quality of unified communication services impacts employees and patient experiences in a profound way. Any interruption can have negative impact to all customers, both internal and external. The availability and quick resolution of unplanned incidents are key to patient health and satisfaction. Due to limited visibility with prior monitoring, the BSMH telecom team was experiencing a greater than acceptable number of patient-impacting events. To improve the situation, the team needed a premium-grade monitoring solution for proactive visibility. The power and simplicity of the SL1 platform made it the right tool for the telecom team. It provides deep, rich visibility into the different UC platforms, has been adaptable to every need the team have thrown at it, and continues to be the cornerstone of their unified communications monitoring platform.

“ The power and simplicity of the SL1 platform made it the right tool for us, it gave us that deep, rich visibility, and the simplicity of use that even me—a unified communications engineer—could operate the platform for us. ”

– Luke Stackle, Telecom Engineer IV, Bon Secours Mercy Health

ScienceLogic is a leader in AIOps, providing modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its IT infrastructure monitoring and AIOps platform sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.