Baptist Health of KY & IN Maximizes Skylar One to Protect Patients and Power Critical Ops

In a healthcare system where every second counts, visibility into IT health isn't a luxury—it's a lifeline. Baptist Health, one of Kentucky and Indiana's largest not-for-profit healthcare providers, knew their fragmented monitoring approach was unsustainable. With over **23,000 employees, 2.23 million outpatient** visits, and a growing digital infrastructure supporting life-critical applications like EMRs, imaging, and surgical systems, Baptist Health needed a smarter, unified approach.

They found it in **ScienceLogic Skylar One.**

Challenge

Baptist Health's legacy monitoring tools were reliable but limited. Their Network Operations Center (NOC) juggled **six disconnected dashboards**, leading to alert fatigue, slow triage, and critical blind spots in areas like **facility monitoring** and **clinical system uptime.**

Major challenges included:

- False alerts from Aruba Central undermining trust and wasting time.
- Manual device onboarding delaying visibility into new hospital systems.
- Limited integrations for specialized tools like Environet (environmental monitoring) and WellSky (blood bank).
- Delayed detection of failures—such as blood bank outages discovered only after patient impact.

Solution

With **ScienceLogic Skylar One**, Baptist Health transitioned from static monitoring to dynamic, extensible observability. But what truly set the platform apart was its **Python-powered customization**, which enabled their small team to close visibility gaps and automate workflows without vendor delays.

Three key innovations made this possible:

1. **Environmental Monitoring Integration** - By embedding Python in Skylar One, the team built a custom integration with Vertiv Environet to ingest real-time data from temperature, humidity, and UPS sensors across facilities—allowing them to catch cooling issues before they threatened uptime.

2. **Aruba Central Alert Validation** - A clever Python script checks device health via SSH before triggering alerts. This eliminated 90% of false positives, reduced noise, and gave operators confidence in what mattered.

3. **Automated Device Onboarding** - Using Skylar One's API and Python, Baptist created a repeatable workflow that standardizes how switches and UPS systems are brought into monitoring—reducing human error and cutting onboarding time from hours to minutes.

BAPTIST HEALTH®

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Industry
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Use Case: Custom Monitoring Integration
Baptist Health used ScienceLogic Skylar One and embedded Python scripting to integrate non-standard systems like Vertiv Environet and validate Aruba Central alerts via SSH. These lightweight, targeted enhancements reduced false positives by over 90%, eliminated critical blind spots, and enabled proactive issue detection across clinical and facility infrastructure—all without waiting on vendor-delivered PowerPacks.

Impact

Baptist Health's journey from fragmented monitoring to a unified, intelligent observability platform delivered measurable operational gains—and meaningful clinical impact. By pairing ScienceLogic Skylar One's powerful out-of-the-box capabilities with lightweight Python customization, the team didn't just optimize performance—they fundamentally changed how IT supports healthcare delivery.

The results speak for themselves:

- **90%+ Reduction** in false alerts, boosting NOC efficiency
- **Full visibility** into unsupported platforms—without waiting on vendor PowerPacks
- **Automated onboarding**, enabling rapid scaling across hospital sites
- **Proactive risk detection**, helping prevent facility and clinical system outages
- **30% Reduction in MTTR** through unified monitoring and alert streamlining

Wrap Up

For Baptist Health, ScienceLogic Skylar One became more than a tool—it became the foundation for confident, responsive, and proactive IT operations in a high-stakes healthcare environment. Its extensibility allowed the team to move fast without breaking things. Its flexibility meant they could adapt to whatever the day—or the patient—required. And its intelligent automation gave them back time, focus, and control. In a world full of monitoring platforms, Skylar One stood apart by meeting Baptist Health where they were—and helping them get where they needed to go.

"Skylar One is more than a monitoring tool—it's a lifeline. It gives us the visibility we need to detect and fix problems before patient care is impacted. There's no question—it's helping us save lives."

Matthew West-James, Sr. Network & NOC Engineer, Baptist Health of KY

Benefits

Extensibility with Minimal Overhead
Build once, deploy everywhere

Actionable Alerts
Only escalate what truly matters

Proactive Patient Protection
Spot problems before care is disrupted

Faster Response
From hours to minutes, thanks to automation

Adaptable Framework
Custom-fit integrations for a complex hybrid ecosystem