



### COMPANY OVERVIEW

- **Industry:** Healthcare
- **Location:** Southern California
- **Revenues:** \$1.4B
- **Web site:** [www.memorialcare.org](http://www.memorialcare.org)

### CHALLENGE

- Keep five hospitals running while virtualizing existing applications to reduce costs
- Entire network would freeze for several minutes at a time, disrupting existing applications, users and operations
- Virtualization efforts were being blamed for these disruptions

### SOLUTION

Xangati provided visibility into all communications between network elements, both physical and virtual, enabling MemorialCare to see its entire network live, where problems were and what was causing them.

### BUSINESS RESULTS

- Identified the movement of large, uncompressed medical images by doctors (doing their jobs) as the cause of the network seizures
- Eliminated network disruptions and accelerated adoption of virtualization and other new technologies by eliminating the visibility blind spots that prevented problems from being resolved quickly and efficiently before Xangati
- Visibility into over 10,000 endpoints and communications between those endpoints across LAN, WAN and Wireless connections

### Overview

MemorialCare is one of the largest not-for-profit health systems in the United States with hospitals across Southern California in Los Angeles and Orange County. MemorialCare has gained widespread recognition for its unique approach to health care, focusing on evidence-based, best practice medicine. Its physicians and other health care professionals study health care's best practices and work to implement them at all MemorialCare Medical Centers.

The organization has been identified as one of the top integrated systems in America (Verispan Top 100), a leading hospital organization for technology (Most Wired Hospitals), and one of the best governed hospital systems in the U.S. (The Governance Institute).

### Business Challenge: Keep hospitals running while lowering costs through virtualization

In continual pursuit of best practices, MemorialCare was always seeking documented ways to increase effectiveness and/or efficiency. One of these ways was virtualization, which they expected considerable savings from with no loss in performance or effectiveness.

What they found, however, was severe performance problems at random times throughout the day. Worse, their existing tools proved useless in identifying the cause of the problems—so virtualization efforts were blamed.

### Solution: Xangati

Xangati's non-intrusive appliance installed in minutes and provided live, to-the-second visibility into all network communications between all endpoints at MemorialCare. This visibility identified the movement of large, uncompressed video images by doctors throughout the day as the cause of all the recent problems. The large file transfers essentially froze everything on the network for short enough intervals that existing solutions couldn't detect them. Because Xangati provides live visibility to all network communications for all applications between all endpoints—Xangati did. MemorialCare now also has visibility into all its virtual servers, VLANs and IP storage to ensure its virtualization efforts continue to pay dividends and can't be sidetracked by another problem. To learn more, visit us at [www.xangati.com](http://www.xangati.com).