

Case Study

- Apparent Networks™ AppCritical™ Helps McKesson
- Deliver High Quality Cost Effective Healthcare



The Scenario

McKesson, North America's oldest and largest healthcare services company, delivers products and services used by over 100 million people daily. By combining its industry-leading technology and scale with its clinical knowledge, McKesson enables healthcare providers to deliver better, safer care, while reducing unnecessary costs. McKesson employs over 32,000 people worldwide, delivering vital medical supplies and health information technology solutions that affect patients in every healthcare setting.

Like most other organizations, McKesson's technology is highly network dependent. As network performance plays a critical role in the end-user experience, a slow or faulty network significantly impacts the performance of even the most rudimentary application — transforming an unknown network problem into an application pain point.



McKesson Provider Technologies helps hospitals, physicians' offices and homecare agencies improve patient safety, increase operational efficiencies, reduce the cost and variability of care, and better manage revenue streams and resources. The business units located in Vancouver and Charlotte provide support for the McKesson Horizon Medical

Imaging™ and Paragon® Community Hospital Information System products, respectively, and both sites are responsible for addressing customers' technical problems. More specifically, the Vancouver site needs to ensure that large medical images can be transmitted to customers quickly and accurately. Since these images are of critical importance and their timely and accurate transfer can often be a matter of life and death, any application or network performance issues that cause delay of transfer can leave the healthcare professionals with no tangible information and the patient in a critical situation. The Charlotte facility is responsible for providing services and support to over 60 externally based customers, who generally lack network expertise, making troubleshooting a slow and challenging process. Because ambiguity and delay in addressing customer problems was not an option for McKesson, Vancouver and Charlotte independently searched for a solution for identifying and resolving network issues.

Both groups faced similar challenges. Determining whether a problem was with McKesson's network or the customers' was crucial, yet difficult, often resulting in weeks or even months of troubleshooting to resolve the issue. Although, it could be recognized that a problem had occurred, locating the source of the problem was more evasive. The lack of visibility into customers' network operations prevented a quick and definitive assessment of whether the network was the source of the problem. The result was an inefficient use of valuable resources and limited opportunities for quick and immediate resolution. McKesson required a reliable network assessment solution to address its need for always-on communication.

The Solution

There is no room for technical issues and network downtime in business, particularly one that affects the health and lives of many. In its search for a network assessment solution that could quickly and easily identify network problems and specify and address their source, McKesson conducted a three-week pilot program of the **Apparent Networks AppCritical** software at its Vancouver location. The pilot program included 14 support representatives, who were trained for one and a half hours. They used the software in 35 different support cases, over a three week period. The feedback was immediate and positive: the users found **AppCritical** easy to use, the results accurate and problem resolution quick and effective. Upon completion of the pilot project, McKesson was impressed with the results and implemented **AppCritical** in its Horizon Medical Imaging business.

The word of success spread from Vancouver to Charlotte, North Carolina. The Paragon business was looking for a cost effective and easy-to-use solution that did not require network engineering expertise. In order to ensure that **AppCritical** was the right fit for her team's needs, Susan Evilsizer, Manager, McKesson Provider Technologies, conducted a case-by-case analysis of the network assessment capabilities of **AppCritical**. "In our analysis, we found the time and resource savings from just two cases justified the cost of **AppCritical**. Adopting the solution was therefore, a wise business decision."

- Susan Evilsizer, Manager, McKesson Provider Technologies Division

In two entirely different environments, the underlying issues were calling for the same solution – **AppCritical**. A solution that would enable complete visibility into the customers' networks, as well as the ability to troubleshoot both McKesson's network and its customers' in a non-intrusive and cost-effective manner, while providing comprehensive tangible results, which was exactly what McKesson Provider Technologies was looking for.

"AppCritical is easy to use, with no massive set up or infrastructure costs to the customer and non-intrusive on customers' networks. It has reduced our support costs dramatically and further improved customer service."

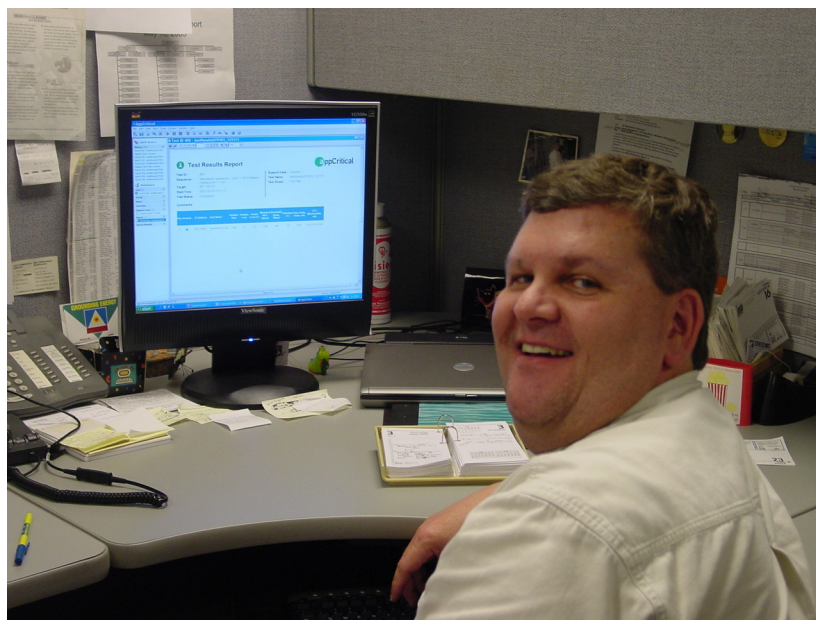
- Nada Neumann, Technical Analyst, McKesson Provider Technologies

Benefits

McKesson's Provider Technologies has been able to experience first hand the benefits of **AppCritical** within its dynamic work environment.

Prior to using **AppCritical**, McKesson was faced with a challenging task when it came to supporting Horizon's Medical Imaging products. Resolving network problems could take weeks or months. Today, with **AppCritical**, time and resources to troubleshoot network problems have decreased and an issue can be identified and resolved in minutes. McKesson has reduced the time spent responding to a customer complaint by identifying immediately if the problem is within the application or the network. Using the cutting-edge software fosters exclusive viewing into customers' networks in a non-intrusive manner. Its uniquely designed StandAlone Sequencer comes with full capacity to reach beyond a customer's firewall so that users are able to fully view the network. The comprehensive diagnostic information and Help System removes all guesswork and eliminates the need to participate in time-consuming root cause analysis.

"Support calls that in the past could have taken weeks to resolve can now be resolved successfully in a matter of minutes. **AppCritical** is easy to use, with no massive set up or infrastructure costs to the customer and non-intrusive on customers' networks. It has reduced our support costs dramatically and further improved customer service." - Nada Neumann, Technical Analyst, McKesson Provider Technologies



Benefits Continued

In addition to its capability to identify network problems, **AppCritical** decreases time to resolve with its on target autognostics telling users not only the symptoms but the cause and location of the problem, hence lowering mean time to repair and boosting customer satisfaction and improving overall efficiencies and productivity. "The **Apparent Networks AppCritical** software has improved our operations considerably," said Susan Evilsizer, Manager, Paragon Support, McKesson. "Prior to using **AppCritical**, identifying network problems would take weeks to months, and at times issues would remain unresolved. With **AppCritical**, problem resolution takes less than an hour and its ease of use allows our technical support staff, who are not network experts, to quickly and accurately assess and troubleshoot network problems. The ROI on **AppCritical** has been significant. After troubleshooting two customer cases, the time and resources saved were equivalent to the cost of purchasing the product."

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www.apparentnetworks.com

Apparent Networks™, Inc. develops and markets software that provides a unique approach to improving performance by measuring and diagnosing live converged networks as part of pre-deployment assessment, troubleshooting and continuous real-time monitoring.

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