



SolarWinds for Healthcare

Simple, powerful, secure solutions to transform your patient and clinician experience

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HEALTHCARE IN TRANSITION

The healthcare sector continues to be reshaped by the aftermath of the coronavirus pandemic, which forced all sides of the healthcare sector—providers, patients, and payers—to accept that healthcare would need to be delivered in new ways in the future.

Prior to the pandemic, healthcare was undergoing transformation, held back by largely persistent economic challenges: workforce shortages remain, healthcare costs continue to increase, and healthcare ecosystems remain complex and slow to reconfigure.

These challenges have been magnified by further cost-cutting in the healthcare sector, both in response to the economic consequences of COVID-19 and as a result of the decline in demand for non-C19 services. For private sector providers, falling demand for in-person treatments has hit revenues hard.

TECHNOLOGY TRENDS IN HEALTHCARE

The sector has enthusiastically turned to technology as a critical element in transforming the economics and delivery of healthcare. Indeed, IT leaders in healthcare were already formulating visions and executing strategies before the pandemic to support and deliver digitally enabled healthcare.

The pandemic has driven a dramatic move away from in-person healthcare, with telehealth video platforms and apps playing a major role in enabling remote outpatient consultations that minimise infection risks.

For providers, telehealth has also enabled increased productivity (i.e., a greater number of consultations can be delivered) relative to in-person visits. One UK provider reported remote digital monitoring had saved 32 minutes per patient on average per day .

In many cases, provider staff have also been working remotely, often from home, which has driven demand for platforms that support distributed healthcare delivery. As well as enabling collaboration between practitioners and clinicians, healthcare platforms need to provide access to confidential patient data in line with applicable privacy regulations (GDPR, HIPAA, etc.)

SolarWinds® Platform for Healthcare

The SolarWinds Platform is a powerful, scalable infrastructure monitoring and management platform designed to simplify IT administration for on-premises, hybrid, and cloud environments in a single pane of glass. Avoid multiple incompatible point monitoring products, as the SolarWinds Platform consolidates the full suite of monitoring capabilities into one platform with cross-stack integrated functionality.

KEY CHALLENGE: A MORE DIGITAL AND MORE DISTRIBUTED HEALTHCARE LANDSCAPE

As digital consultations become commonplace, patient expectations for digital healthcare experiences that align with their digital consumer experiences are growing. Providers are well aware of the dramatic experience gap between their existing capabilities and patient expectations. To address this, IDC reports healthcare providers are currently planning for a 50% increase in spending on patient service and support platforms by 2023.

In parallel, the number of digital healthcare devices (remote monitoring, wearables, etc.) continues to grow. These are increasingly connected online as the Internet of Medical Things becomes mainstream. Devices need to be correctly configured, monitored, managed, and maintained to maintain operational performance and reliability. Since each additional device increases the potential attack surface of providers, the challenge of securing healthcare is becoming more demanding.

Finally, the volume of data generated and consumed by healthcare continues to spiral upwards. Over time, the challenges large volumes of medical data generated present, will be mitigated through local processing and 5G networking. Nonetheless, the need to monitor and manage distributed data will remain, and this data will provide essential input to predictive analytics that will enable preventative healthcare.

SIMPLIFY YOUR IT OPERATIONS

Optimize Your Digital Patient Experience Through Real-Time Healthcare Observability

Consolidate your management and monitoring systems into a single Observability platform offering cross-stack functionality to span on-premises, hybrid IT, and cloud deployments. Gain full-stack visibility, automated analytics, and actionable intelligence by applying machine learning across real-time and historical metrics, logs, and trace data. Use actionable insights to make better and quicker business decisions and drive improved engagement with your healthcare ecosystem and improved patient experience.

KEY BENEFITS OF SOLARWINDS

- Reduce tool sprawl
- Single pane of glass for monitoring and management
- Intelligent dynamic mapping
- Accelerate root cause discovery
- Full-stack event correlation for easy troubleshooting
- Modular and scalable architecture
- Centralized alerting and reporting
- On-premises, hybrid, and multi-cloud support

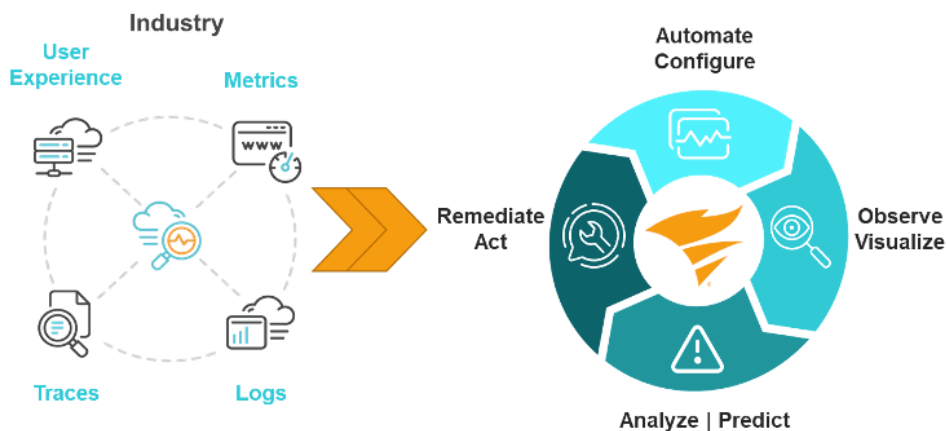
The SolarWinds Platform will help you:

- Gain deep observability insights into the status, performance, and underlying issues impacting your healthcare IT systems, networks, and infrastructure
- Remain compliant with applicable data privacy requirements (HIPAA, HITECH, GDPR, etc.)
- Get full-stack visibility and monitor all infrastructure in real-time: on-prem, in the cloud, and hybrid multi-cloud
- Mitigate security, data privacy, and operational risks in heterogeneous environments through proactive monitoring and anomaly detection
- Consolidate multiple point tools to a single dashboard for operational simplicity and reduced TCO
- Maintain highly scalable and high availability architecture by shifting from a reactive to proactive posture and achieve optimum IT service performance, compliance, and resilience
- Provide better customer experience through data and insights from correlated data historically and in real time
- Use intelligent automation and machine learning for anomaly detection and accelerated root cause analysis



CUSTOMER SATISFACTION THROUGH ACTIONABLE INSIGHTS

Healthcare participants are accelerating their digitization to retain and improve their competitive position. SolarWinds can help you fast-track your transformation with powerful, scalable full-stack monitoring and management platform solutions. By building SolarWinds into your digital healthcare platform, you can optimize performance, help ensure availability, and reduce remediation time across on-premises and multi-cloud environments by increasing visibility, intelligence, and productivity.



SOLUTIONS FOR HEALTHCARE

Tools Consolidation

Get unified visibility and control of your entire distributed IT stack, from infrastructure to application and from virtual wards and patient wearables to large primary and secondary care facilities. Our hybrid platform will simplify monitoring and management, whether on-premises or hybrid multi-cloud. Leverage the many easy-to-use and powerful out-of-the-box capabilities and the ability to add additional modules over time, all in a single pane of glass. Help ensure cost savings, better data correlation across existing silos, and expedite root cause discovery and resolution.

Compliance, Cyber Security Threats, and Fraud

Achieve and demonstrate compliance to healthcare standards for your total environment, including recent extensions to enable telehealth and interconnections to allow access to medical imaging. Benefit from enterprise-grade systems and network security management without the price and complexity typically associated with them. Our IT security solutions help correlate logs and events, patch software, track server changes, enable control and audit of access to critical resources and data, and more.

Hybrid Observability

Achieve full-stack observability with our flexible hybrid IT implementation and move from reactive to proactive operations, which also drives productivity. Take advantage of the component-level visualizations, insights, and intelligence using AIOps and machine learning to make faster and smarter decisions and manage the services supporting patients and healthcare professionals.

Customer Experience

Maintain and increase satisfaction among patients, clinicians, medical staff, and administrators by enabling always-on services and offerings. Empower your teams to move from reactive to proactive posture to achieve optimum IT service performance and more efficient problem resolution. Also, ensure enterprise-class customer success fortified by our Partner network and THWACK® community of over 180,000 registered members sharing best practices and advice.

¹ UK-based West Hertfordshire Hospitals NHS Trust, reported in <https://www.nhsx.nhs.uk/covid-19-response/technology-nhs/huma-medopad-evaluation-remote-digital-care-platform/>, retrieved 21 March 2022

² IDC Future Enterprise Resiliency and Spending Survey 2021, EMEA, quoted in IDC eBook: Key Healthcare Trends for 2021 and beyond



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