



## Elevating Healthcare with Digital Experience Management

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## SOLUTION BRIEF

# Elevating Healthcare with Digital Experience Management

Healthcare providers in 2025 are grappling with significant challenges, including rising patient demand, systemic resource constraints, and financial pressures.

Staff shortages continue to hinder operations, limiting access to care, slowing patient throughput, and driving up wages. Financially, hospitals face slow reimbursement growth, inflation, and increasing costs, further squeezing margins for community and nonprofit facilities. Cybersecurity remains a pressing concern, as healthcare systems face escalating risks of data breaches and operational disruptions.

Simultaneously, increased patient demand forces health systems to expand through virtual care, partnerships, and new clinics to maintain localized access. ManagedDEX, backed by Riverbed's Aternity Digital Experience Management Platform and delivered as a managed service, addresses these issues by improving clinician productivity, streamlining operations, saving costs, and providing secure, reliable technology performance that enables hospitals to overcome challenges and deliver better patient care.

## Creating Positive Outcomes

ManagedDEX plays a pivotal role in enhancing patient care by ensuring the seamless operation of critical healthcare technologies.

By proactively monitoring and optimizing the performance of systems such as Electronic Health Records (EHR) and telehealth platforms, ManagedDEX enables clinicians to access patient information quickly and reliably. The solution also reduces system downtime and IT-related disruptions, allowing healthcare professionals to focus more on patient care rather than technical challenges.

## About ManagedDEX

ManagedDEX is RavenTek's fully managed service offering for Digital Employee Experience (DEX), built around Riverbed's Aternity platform. It helps organizations monitor, manage, and optimize the performance and experience of employee digital work environments, including devices, applications, and networks.

Delivered as a managed service, our DEX engineering experts deploy the solution, enable teams, and identify key use cases to support digital transformation, drive efficiency, and maximize value.

## About Riverbed Aternity

Riverbed Aternity is a leading digital experience management solution that provides comprehensive monitoring and analytics to optimize IT performance and end-user experiences. Ranked in Gartner's first Magic Quadrant for Digital Employee Experience (DEX) Management Tools, it offers deep insights into the performance of applications, devices, and networks from the end-user perspective, enabling proactive problem resolution and continuous improvement. It empowers healthcare organizations to deliver the quality of service and responsiveness required of today's digital world.

**"The IT team can now priorities tickets based on the most critical problems and, as a result, we can make some significant improvements."**

Moreover, ManagedDEX enhances the quality of virtual consultations by ensuring telehealth applications deliver high-quality video and audio, providing patients with a consistent and dependable remote care experience. These advancements collectively improve patient outcomes, reduce wait times, and foster greater satisfaction by enabling a more efficient, responsive, and patient-centered healthcare environment.

## Bridging the Gap in IT Support

A significant 55% of IT support tickets go unreported,<sup>1</sup> as clinicians prioritize patient care over addressing technical issues. This results in prolonged disruptions, reduced productivity, and diminished end-user satisfaction among healthcare staff.

ManagedDEX addresses this challenge with proactive monitoring, identifying, and resolving issues before they impact operations. By reducing the need for clinicians to report problems, the solution creates a seamless digital experience that minimizes disruptions and enables clinicians to concentrate on delivering care. This proactive approach reduces the workload on IT support teams, leading to significant cost savings by automating issue resolution and avoiding escalations.

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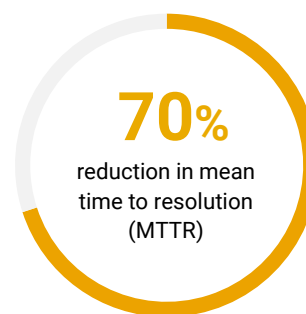
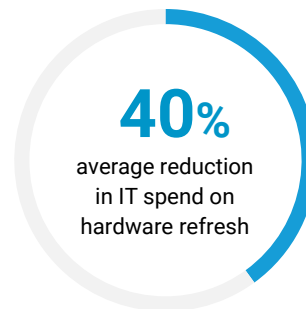
## Enhancing Clinician Productivity and Addressing Shortages

With ongoing staffing shortages, maximizing productivity of the existing workforce is critical. ManagedDEX ensures clinicians have reliable, uninterrupted access to applications and systems, reducing downtime and streamlining workflows. ManagedDEX contributes to a 58% acceleration in application login times, allowing clinicians to spend more time on patient care and less on waiting for slow applications.

By proactively fixing IT issues and optimizing application performance, clinicians can see more patients and deliver care more efficiently, directly addressing the challenges posed by workforce shortages, enabling healthcare providers to do more with fewer resources.

## Cost Savings and Efficient Resource Utilization

ManagedDEX delivers significant cost savings by optimizing IT environments and reducing unnecessary expenditures. On average, healthcare organizations experience a 40% reduction in IT spending on hardware refresh thanks to ManagedDEX's resource optimization capabilities. Advanced monitoring and diagnostics provide actionable insights into application and device usage and performance, allowing organizations the data they need to



**“Over a 5-year period we will save around £2.5 million to £3 million in terms of total IT costs. This is fantastic as the funds can be spent on other vital improvements for patient care.”**

Jeffrey Wood, Deputy Director of ICT at The Princess Alexandra Hospital NHS Trust



make strategic buying decisions. By eliminating wasteful spending and extending the lifecycle of IT resources, ManagedDEX ensures healthcare providers can allocate funds toward patient-centered initiatives.

## Proactive IT Management for Operational Excellence

Reactive IT support is costly and disruptive, leading to downtimes and frustrated staff. ManagedDEX takes a proactive approach by continuously monitoring systems, automating remediations, and significantly reducing trouble tickets. Automated scripted investigations streamline diagnosis, allowing lower-level engineers to resolve issues independently, while seamless integration with ITSM platforms like ServiceNow ensures swift escalation to the right team when needed. With a 70% reduction in mean time to resolution (MTTR), ManagedDEX minimizes disruptions, lowers IT costs, and enables healthcare providers to focus on delivering exceptional patient care.

## Optimizing Critical Applications System Performance

Electronic Health Record (EHR) systems and critical medical applications are foundational to modern healthcare, but their performance directly impacts clinician workflows and patient care. ManagedDEX continuously monitors the performance of EHR applications like Epic and Cerner, resolving latency and performance bottlenecks

in real time. This ensures clinicians can access patient records swiftly and without interruptions, enabling faster decision-making and more effective care. By optimizing EHR performance, ManagedDEX reduces clinician frustration and enhances patient satisfaction.

## Supporting Remote Work and Telehealth Services

As virtual hospital and remote healthcare delivery become essential components of healthcare delivery, reliable and seamless access to applications and systems is critical. ManagedDEX ensures remote access reliability, enabling healthcare professionals to work effectively from any location. For telehealth, ManagedDEX ensures high-quality video and audio performance by monitoring application functionality and resolving connectivity issues proactively. These capabilities improve the scalability and accessibility of care while reducing costs associated with physical infrastructure and travel.

## Strengthening Cybersecurity and Ensuring Compliance

Cyber threats are a growing concern in healthcare, with significant risks to patient data and regulatory compliance. ManagedDEX employs robust cybersecurity measures, including identity and access management, Zero Trust architectures, and comprehensive asset management, to safeguard sensitive information. Detailed analytics and reporting support compliance with healthcare regulations, simplifying processes and reducing the risk of fines or violations. These capabilities protect both the organization and its patients, fostering trust and confidence.

## Enhanced User Experience for Patients and Clinicians

ManagedDEX enhances the digital experience for both patients and clinicians by ensuring optimal application and device performance. Proactive monitoring detects and resolves issues before they affect users, reducing frustration and improving satisfaction. A recent survey found that 93% of physicians believe digital health tools improve patient care, underscoring the importance of reliable IT systems. By delivering smooth and efficient IT operations, ManagedDEX supports positive experiences for all users, enhancing engagement and loyalty.



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## Transformative Business Outcomes

The adoption of ManagedDEX drives measurable improvements across key performance areas. By accelerating application login times, reducing downtime, and optimizing resource utilization, the solution enhances productivity and reduces costs. ManagedDEX also improves operational efficiency through advanced analytics, integrating data sources, and optimizing workflows. These cost-effective IT management capabilities allow healthcare organizations to focus on strategic priorities while ensuring patient and clinician satisfaction.



## Empowering the Future of Healthcare

ManagedDEX provides a robust, scalable, and cost-effective digital experience management solution designed to meet the unique challenges of the healthcare industry. By enhancing IT performance, optimizing resource utilization, and strengthening cybersecurity, ManagedDEX ensures healthcare providers can focus on what matters most—delivering exceptional patient care.

The platform also prioritizes clinician end-user experience and productivity, enabling seamless workflows and minimizing disruptions caused by IT issues. This allows clinicians to spend more time with patients and less time dealing with technical challenges.

As healthcare continues to evolve, ManagedDEX stands as a trusted partner, empowering organizations to achieve digital transformation, improve operational efficiency, and sustain excellence in care delivery.

Learn more at [manageddex.com](https://manageddex.com).

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