

in a nutshell...

Industry

Healthcare

Product

OmniPeek

Network

Baxter Regional Medical Center's network encompasses 750+ nodes spanning multiple buildings with switched 10/100 segments joined to an operations center via fiber-based Gigabit Ethernet lines.

The Challenge

- Maintain optimum network performance and resolve problems expeditiously.
- Improve network performance to enable migration of critical applications and services on to the network.
- Reduce network operating costs.

The Solution

Baxter Regional selected WildPackets' OmniPeek distributed solution to maintain network performance and deliver services efficiently.

The Results

Real-time visibility to remote segments provides faster problem identification and resolution. The immediate benefit is increased network uptime, which allows Baxter Regional to provide more services to its customers – reliably and efficiently.

Prescription for Network Productivity – OmniPeek

Baxter Regional Medical Center delivers state-of-the-art patient care to 14 counties across two states. This 235-bed tertiary care facility occupies 500,000 square feet of space and employs more than 1,200 individuals and over 500 volunteers. The employees, volunteers and medical staff strive to deliver quality patient care with available infrastructure, systems and financial resources.

Growth Demands High Performance Network

Baxter Regional is at the forefront of meeting the increasing demand for health care services in the Twin Lakes area. As a not-for-profit corporation, Baxter Regional's strategy relies on improving process efficiencies with more automation and with optimal network infrastructure.

Operations at Baxter Regional have migrated to leading-edge clinical and financial applications running on an Ethernet LAN. Mission critical applications—from accounting and personnel to patient care, diagnostics, and drug dispensing systems—run on a network with 750+ nodes spanning multiple buildings with switched 10/100 segments connected to an operations center with fiber-based Gigabit Ethernet lines.

David Kelly, Network Manager at Baxter Regional, maintains optimal performance of the network to meet varying service level demands. Migrating new applications and upgrading existing ones imposes further complexity on this network. David Kelly manages these challenges with adequate network planning and through timely remediation of network problems.

With increasing network utilization, and geographic expansion, David Kelly recognized that the future would present a different set of challenges. "If we had a printing problem," he explains, "I had to go to a wiring closet, configure the switch to span the printer port, plug in the laptop, get on the phone and ask the user to print, then capture the packets and bring the trace file back to my desk for analysis." David

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Maintaining performance levels on Baxter Regional's network requires an advanced solution that significantly decreases the process time in finding and repudiating network problems.
—David Kelly
Network Manager

recognized that this analysis methodology would not scale for an increasingly distributed network topology.

OmniPeek – The Right Prescription for Baxter’s Network

The Omni Product Family provides real-time troubleshooting of mission-critical network services. The product family comprises OmniPeek network analyzers and consoles, as well as distributed OmniEngines, which analyze data at remote locations on the network. Each engine is an autonomous component and performs local real-time expert analyses, and sets filters, alerts, triggers and more.

Baxter Regional placed its OmniEngine at the core network switch in its Operations Center. This engine spans different segments of the network and provides the required visibility.

The OmniPeek console, located in Baxter Regional’s IS department, connects to the OmniEngine to provide real-time visibility into every segment of the network. This includes centralized expert analysis across all network segments with full drill-down capability to perform refined multi-layered troubleshooting. The OmniPeek console also allows multiple simultaneous captures—from one or more network interfaces including 10/100 Ethernet and full-duplex Gigabit—to provide multi-segment analytics in real time.

OmniPeek allows Baxter Regional to utilize existing network infrastructure better. David Kelly continues, “With OmniPeek and OmniEngine, I can connect to any segment of the network, capture packets, perform analysis and remediate most problems within a few minutes.”

Commonality Advantages...from Product Development to ROI for Customers

With an expanding line of products developed over 14 years, WildPackets now covers all network topologies and is positioned to become a leader in networking analysis market. Product development focuses on building modular software components that are usable across all product lines. Customers derive two significant benefits from this commonality strategy.

First, this strategy yields a faster time-to-market for new products, and for updates and upgrades to existing products, and ensures that network managers always get contemporary solutions that address real, and relevant, issues on their networks. Second, technology familiarity—specifically in the user interface—enables customers to assimilate new products faster and allows them to improve network performance immediately. This results in quicker, and better, return on investment.

The OmniPeek console shares the same user interface as the EtherPeek product line. After installing OmniPeek, David Kelly was able to use the new system immediately. OmniEngine provided immediate visibility into all of the network’s fiber trunks from one location, and resulted in efficient network monitoring practices. And, since analysis is performed locally at the engine, OmniPeek significantly reduces the amount of network traffic that flows back to the console.

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Providing high-availability services on our network requires fast, easy-to-use, diagnostic tools that allow rapid isolation of specific types of traffic for detailed analyses. OmniPeek allows me to diagnose traffic in every segment of our network without leaving my office.

—David Kelly

Network Manager

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About WildPackets

WildPackets develops hardware and software solutions that drive network performance, enabling organizations of all sizes to analyze, troubleshoot, optimize, and secure their wired and wireless networks. WildPackets products are sold in over 60 countries and deployed in all industrial sectors. Customers include Boeing, Chrysler, Fidelity, Motorola, Nationwide, and over 80 percent of the Fortune 1000. WildPackets is a Cisco Technical Development Partner (CTDP). For more information, visit www.wildpackets.com.

WildPackets Training

WildPackets Training offers comprehensive network analysis instruction, meeting the professional requirements of network managers at all levels. All course offerings are available in public venues and as customizable on-site programs. For complete course outlines and schedules, visit www.wildpackets.com/academy.

OmniPeek Productivity Benefits

David Kelly estimates that OmniPeek saves him an hour whenever he needs to manage an issue on the network, and that is a significant productivity benefit for a 750+ node network. "OmniPeek was exactly the productivity medicine we needed to keep our LAN in peak performance, and to spend far less time doing it." While remote troubleshooting saves time for the network manager, a far more significant benefit accrues to Baxter Regional—lapse time reduction in fixing network problems directly translates to increased network uptime.

Improving network performance is one aspect of Baxter Regional's operational strategy to deliver medical care in its service area. Baxter Regional has consistently ranked in the top one percent nation-wide for patient satisfaction (according to the Press, Ganey Priority Index, a national survey organization) and has one of the most impressive health care systems in the nation. From open heart surgery and cancer care to partial knee replacements and physical rehabilitation, Baxter Regional delivers health care efficiently.

OmniPeek helps Baxter Regional deliver on its mission.

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