
University Medical Center Cuts Root Cause Analysis by 75%



**250 Building University
Medical Network Team
Shrinks Ticket
Resolution Time by 75%**

At a Glance

Customer: University Medical Center with 5 hospitals, 250 buildings, 40,000 simultaneous connections, and 8,000 wireless access points

Industry: Healthcare

Challenge:

- Highly skilled engineers swamped with tickets
- Root cause analysis typically taking weeks
- Strategic projects suffering

Results:

- Root cause analysis reduced by 75%
- Network team became more strategic
- Increased customer satisfaction

Network Team with 25 Engineers and 5 Interns

A large university hospital in the northwestern US with a complex network requires constant connectivity to ensure public health and employee productivity. It's a big mission with a lot of moving parts. Lots of devices, from BYOD to IoT are being attached and disconnected every day; and the network team gets a ticket every time something isn't connecting.



Stuck in a Reactive Mode

The network team used to juggle dozens of tickets daily across their network - spanning close to 250 buildings, including 5 hospitals, 15 clinics, as well as various labs and additional campus buildings; totaling about 15 million square feet in all.

For almost every ticket across that large network, they needed to deploy a highly skilled engineer to each location, and after a few days or even weeks they would hope to discover the root cause of the issue behind the ticket. And on average each ticket could take, on average, a couple of weeks to close a ticket including multiple site visits.

"We didn't have the visibility we needed to determine root cause."

*Curtis,
Wireless Network Engineer III*

Swamped with Tickets, Short on Data

That kept them in a reactive mode tracking elusive issues with network monitoring tools that only gave them the status of network devices and bandwidth. And their customers felt neglected because they had many other unresolved tickets in play.

They lost time while in limbo, not knowing whether or not root causes were even network issues, unless they sent someone on site. And in many cases they weren't. And yet they would have to send someone out multiple times.

“We wanted to be able to simplify things, close tickets with students.... To make sure the basics were in place and we had a data-driven process... every time.”

In an effort to get focused on strategic projects, they trained university students to troubleshoot, to help stem the tide. The training ramp, however, was so steep they often lost students before they could become effective.

So their department stayed stuck in a reactionary mode, chasing issues that were often not even related to their roles, and even to the point of being at odds with other departments over the “real” cause.

“Users would bring in a new BYOD and when it didn't work properly would automatically think it was a network problem. And with the tools we had we had no idea whether it was or wasn't.”

The core of the problem: They didn't have the manpower to address the ticket volume and they knew the way forward would have to be better data, better visibility.

They Found NetBeez

Two years ago their discovery of NetBeez changed everything. They got real-time insights from the user's perspective much faster. They reduced the time spent on tickets by 75%, responded more quickly to every incident, and now engineers are shifting back to strategic projects that would boost employee productivity and potentially improve health outcomes.

“All day long we were responding to ticket by ticket by ticket.”

*Curtis,
Wireless Network Engineer III*

They shifted to a data first posture, which quickly reduced friction with users and other departments. Some who were frequent complainers about the network for any issue settled down and started to look for other potential causes from the beginning.

“NetBeez allowed our senior engineers to focus more on our jobs at hand, including new architectures, new rollouts, long term high impact projects,” said Curtis, Wireless Network Engineer III. **“We reduced the time spent resolving tickets by 75% - from two weeks on average to under two days.”**

Their network engineers are now focused on the value-add, strategic projects they were hired to do. And it has made all the difference.

About NetBeez

NetBeez, Inc. is a network performance monitoring company delivering a scalable monitoring solution that continuously simulates user connectivity on Ethernet and WiFi networks. Dedicated hardware sensors or software agents simulate end users and enable proactive identification and troubleshooting of complex network issues, helping to significantly reduce IT's time to resolution. For more information, visit <https://netbeez.net> or follow us on Twitter at [@NetBeez](https://twitter.com/NetBeez).

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