GOLIATH TECHNOLOGIES®
HEALTH IT OBSERVABILITY

CASE STUDY

Licking Memorial Prevents Epic Hyperdrive Speed & Reliability Issues

Licking Memorial Health System proactively identified and resolved Citrix slowness issues before they impacted Epic Hyperdrive speed and reliability - improving clinician satisfaction.

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Background

Licking Memorial Health System, an acute care facility, faced frequent complaints from clinicians about slow performance with Citrix and Epic Hyperdrive.

The IT team needed a solution to proactively identify and resolve issues affecting the availability, speed, and reliability of Epic and other clinical and business applications. Existing monitoring tools did not provide sufficient visibility into Epic Hyperdrive clinician experience or user behavior impacting overall performance.

Challenge

Frequent Complaints

The IT team at Licking Memorial Health System was receiving frequent complaints such as "Citrix is slow" and "Epic is slow". These complaints were vague and lacked detail needed to take remediation action without significant time and investigation.

Native Monitoring Tools Were Insufficient:

They needed a way to quickly identify and resolve issues affecting Epic Hyperdrive availability, speed, and reliability, as well as other applications. Existing Citrix and third-party tools lacked adequate visibility into clinician experience.

To address these ongoing challenges, the IT team recognized the need for a more robust approach - one that could offer deep, actionable insights into application performance from the perspective of actual clinical experience. Their goal was to move beyond basic monitoring and gain meaningful visibility into the factors affecting Epic Hyperdrive speed and reliability and related systems.

Solution

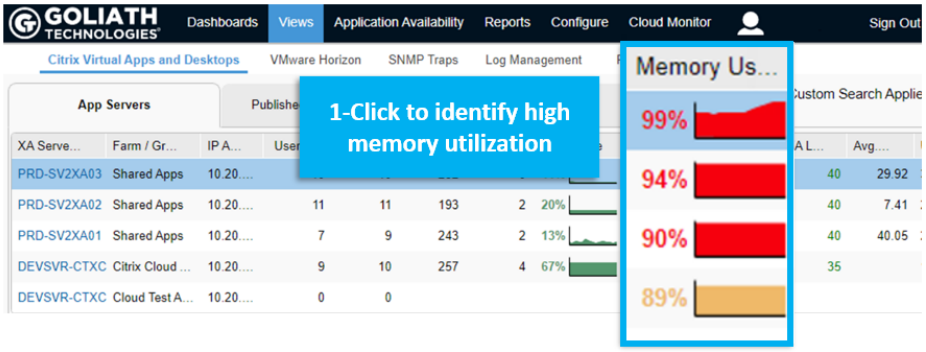
Proactive Troubleshooting

The IT team at Licking Memorial deployed Goliath Technologies. Leveraging embedded intelligence, automation, and AI Goliath automatically began looking for events, conditions, and failure points that could impact clinician experience. A Server Administrator was alerted by Goliath to spikes in memory usage on XenApp servers. Using Goliath, the administrator quickly identified the issue impacting users and resolved it before any support tickets were submitted.

Isolating Root Cause

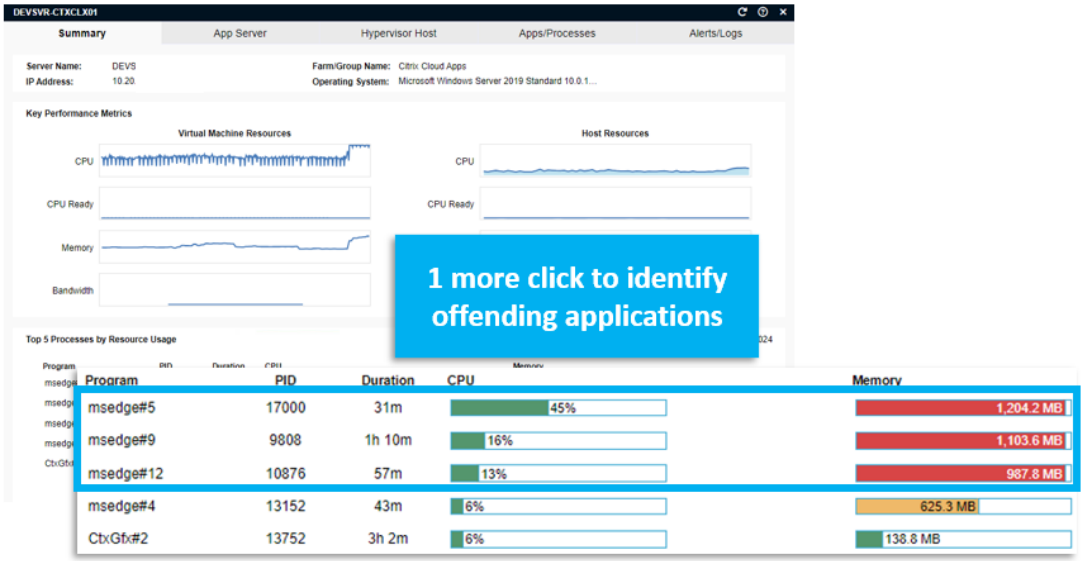
By opening the **Views > App Servers** (image A) tab in Goliath, the administrator immediately saw that most XenApp machines were consuming high amounts of memory.

Image A



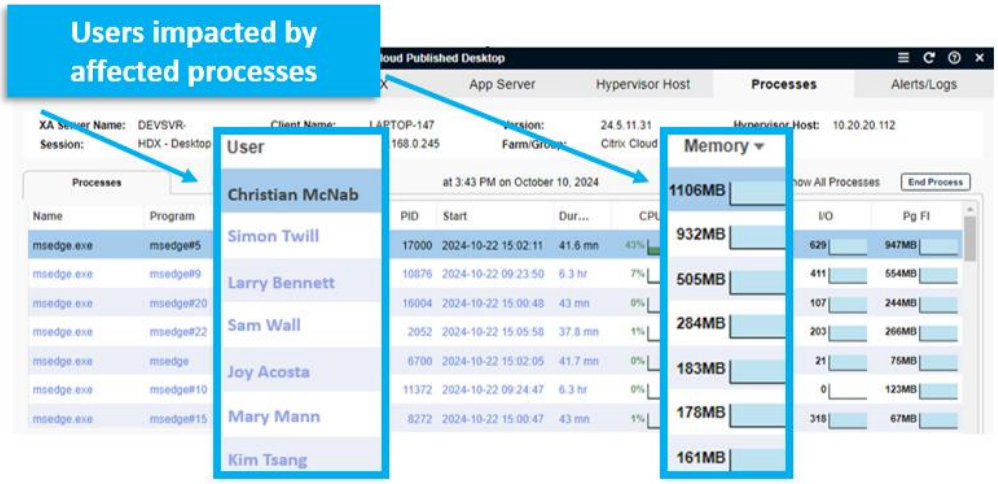
High memory utilization can cause session slowness and poor server performance, often linked to end-user behavior. With one click, the administrator determined that Microsoft Edge was the application that consumed excessive memory (Image B). While browser activity commonly leads to performance issues, the widespread nature of this problem required further investigation.

Image B



Navigating to the session display (Image C), the administrator identified which users were running Microsoft Edge processes, narrowing down the source of the activity.

Image C



Results

Immediate Impact

Using Goliath to pinpoint the root cause, the team at Licking investigated the high memory usage with Edge and discovered a recent Microsoft 365 patch announcement detailing a memory leak issue.

Proactive Remediation

Knowing that Outlook is widely used, the administrator confirmed that users were experiencing poor performance. The administrator then proactively advised affected users of the issue, provided remediation steps, and notified users as soon as the issue was resolved. This proactive approach minimized further impact and prevented the issue from spreading.

Key Insights

1. **Proactive Troubleshooting**: Utilizing proactive troubleshooting capabilities allows IT teams to identify and resolve issues before they impact clinicians, ensuring Epic Hyperdrive speed and reliability.
2. **Comprehensive Visibility**: Native monitoring tools were insufficient, and purpose-built technology was required to provide the comprehensive visibility needed to identify and resolve issues that impact clinician experience.
3. **Effective Communication**: Proactively advising users of identified issues and providing remediation steps helps minimize the impact of performance problems and maintains user trust and satisfaction.

Conclusion

Improved Epic Hyperdrive Speed & Reliability

Goliath Technologies enabled Licking Memorial Health System to proactively identify and resolve Citrix slowness issues before they impacted Epic Hyperdrive speed and reliability.

Improved Clinician Satisfaction

By leveraging Goliath's capabilities, the IT team was able to quickly pinpoint the root cause of performance issues and implement effective remediation steps, improving clinician satisfaction and overall system performance.