# Infrastructure Monitoring

## Global Infrastructure Monitoring for Medical Devices Company

Enterprise monitoring for international medical devices company results in improved infrastructure performance. Increase in data quality and an intake request module improved efficiency to track, respond, and repair performance issues, directly improving the customer experience.

**CLIENT PROFILE**

Multi-billion-dollar international medical devices and life sciences company

**BUSINESS CHALLENGE**

Global outages caused by inefficient enterprise infrastructure monitoring and resolution processes were impacting customers, including doctors, patients, and those using the medical devices manufactured by the company, including pacemakers and stints. Monitoring and improved tracking was desperately needed for quality but also for safety.

**PROJECT OBJECTIVE**

Applications and infrastructure monitoring, including servers, databases, websites, and connections to other integrated applications, was done to reduce the number and time of outages. This included monitoring of corporate and manufacturing systems, 24+ international data centers, networks, and storage.

After documentation and requirements gathering was complete, upgrades were made to the company's infrastructure to decrease tool management and the instances of monitoring configurations.

## DELIVERED RESULTS

LABUR delivered the client the ability to efficiently monitor traditional, dynamic, public, including integrated applications, and private infrastructure environments and the services running on them to increase their customer experience and safety when using their devices.

- Intake request module improved infrastructure tracking and documentation, resulting in improved turnaround times to resolve outages and other service issues

- Improved ability to monitor infrastructure performance, including cloud-based technologies and applications, and physical and virtual servers

- Decreased outage instances and duration, resulting in improved customer experience

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