



## Overview

The client is one of the busiest hospitals in NY City, a designated 911 stroke center, servicing more than one million outpatients, and 140,000 emergency patient visits p.a.

## Benefits

- This fully integrated solution reduced number of user tickets by 43%
- Yielded a system uptime of 99.99%
- Reduction in cost by 40%
- Reduced client IT effort by 25%
- Increased first call resolution to 80% and enabled the hospital to use cost savings to reinvest in the core hospital delivery function



## Incident Reduction for a Major New York Hospital

### The Challenge

A leading New York health system was experiencing instability in its CCU applications and other vital support applications. This was causing excessive planned and unplanned infrastructure and application downtime and the inability to rapidly respond to end user requirements and issues. Low end user satisfaction created the perception of ineffectual and costly IT organization.

### GAVS' Solution

GAVel was implemented to: identify false IT alert positives, build incident correlation data and ultimately redirect problems in advance of user impact. GAVS also implemented zMan for Automation of repetitive tasks and GCare for a centralized active monitoring of applications and infrastructure components.

For more information on how GAVS can help solve your business problems, write to [inquiry@gavstech.com](mailto:inquiry@gavstech.com)