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Success Story:

surescripts

Surescripts

Electronic Prescribing Network

Virginia, USA

Highlights

> Electronic transmission of prescriptions, clinical communication and health information exchange (HIE) of medical records and benefits

> Hybrid environment with on-premises infrastructure and cloud instances

> Over 6 billion transactions per year between 800,000 providers and 270 million patients

> Surescripts chose Zenoss for its breadth of monitoring coverage, exceptional customer support and certified ServiceNow integration

> Surescripts consolidated multiple monitoring tools with one solution from Zenoss, greatly improving efficiency and reducing mean time to resolution (MTTR)

What Was Keeping Surescripts IT Leaders Awake at Night?

Surescripts' primary concern is seamlessly maintaining a high volume of secure transactions and ensuring they are correctly routed — so there is immense pressure on the Surescripts IT department to respond to service needs immediately and resolve issues without delay. Surescripts was driven to become a more dependable and predictable IT partner, defining rigorous processes and service-level agreements to build trust with their customers — the other departments within the company.

In 2013, they set out to greatly improve their enterprisewide systems management and implement best practices around IT service management (ITSM) and IT infrastructure library (ITIL) processes. As a core part of this transformation, they selected ServiceNow as their ITSM solution and wanted a comprehensive monitoring solution that integrated with ServiceNow to improve response times by eliminating the "noise" of multiple alerts coming from multiple monitoring tools.

> **"** *The strategic vision of Surescripts and our IT department is to become a trusted business partner for the business services that we provide to our end users. We want to be seen as a world-class operation and a partner in helping to deliver new solutions to Surescripts customers.* **"**
>
> Mark Kennedy, *VP of IT Operations, Surescripts*

Surescripts Before Zenoss

The Surescripts IT environment consists of physical and virtual infrastructure, cloud deployments, enterprise-class storage, and servers using Linux and Windows technology. Surescripts was trying to manage a flood of alerts coming in from disparate point-monitoring tools that had no awareness of each other. Only about one in every 100 alerts would be actionable; sometimes those would get misrouted and not arrive at the network operations center (NOC), and sometimes they would just go undetected. It was difficult for IT service staff to distinguish which alerts really mattered, which ones were duplicates, and which ones required action. Even when they quickly identified an actionable alert, they often had to spend an inordinate amount of time identifying the source(s) of the problem and manually pulling together the incident details they needed to solve it.

To address these issues and make their organization and processes more efficient, Surescripts set out to consolidate the disparate point solutions and to reduce the learning curve for their own IT operations staff.

How Zenoss Solved Surescripts' Problem

After significant due diligence, Zenoss became the obvious choice in Surescripts' search for a single platform that focused on monitoring hybrid IT environments and integrated tightly with ServiceNow.

> *We needed a modern event-management solution that would be ideal for the technologies of today and tomorrow — like virtualization and cloud services. As importantly, we needed something that seamlessly integrates with ServiceNow, our ITSM solution. Zenoss easily outperformed all competitive solutions in these areas.*

Mark Kennedy, *VP of IT Operations, Surescripts*

Zenoss and its ServiceNow integration have been a key enabler in unifying the Surecripts operations teams — getting them to collaborate and see the big picture when it comes to managing services and working as one unit to resolve issues as quickly as possible.

> *With the partnership of Zenoss and ServiceNow, we feel that we now have the top two solutions in the industry.*

Mark Kennedy, *VP of IT Operations, Surescripts*

Zenoss and ServiceNow Integration Capabilities

> Enhances operational efficiency by automatically creating, updating and closing automatically populated tickets in ServiceNow

> Improves alignment between IT Ops and ITSM teams with bidirectional synchronization of incident ticket data

> Enables faster resolution and reduced MTTR

now CERTIFIED

> *The implementation with the Zenoss professional services team has been outstanding and, actually, has gone more rapidly than we expected — consuming far fewer hours than we had anticipated. Working with them has been an extremely pleasant experience, as they were very easy to work with, very knowledgeable about the product, and, most importantly, aided with strategic decisions we had to make in order to establish the service.*

Mark Kennedy, *VP of IT Operations, Surescripts*

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Zenoss is the global leader in hybrid IT monitoring and analytics software

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