



## Case Study



### Introduction

NHS West and South Yorkshire and Bassetlaw Commissioning Support Unit utilises a vast network that links all the surgeries and clinics within the area as well as providing connectivity to centrally stored national data which is accessed through a myriad of secure networks. Ensuring good access to all services, no matter what the network conditions are, is the remit of the Commissioning Support Unit's Network division.

### Practice Suffers System Slowdown

Poor performance of any system can quickly generate frustration and complaints amongst users and such a situation arose around the use of one of the prime GP systems which needed to be resolved quickly and securely.

*“One of our practice managers contacted us regarding the apparent slowdown of the Hosted Clinical system. This slowdown was causing severe disruption within the practice and having a direct impact on patient care. As we are responsible for the local LAN, we began to investigate the cause of the problem. Early checks indicated that all was well with the local switches and other networked devices, so we needed to conduct a more thorough investigation to get to the cause of the problem.”* said Paul Simms, Network Support Manager for the CSU's network team.



*Customizing the Profiler Plus dashboard to deliver the required information and reports proved very straightforward.*

### Profiler Plus Pinpoints the Problem

*“We deployed iTrinegy's Profiler Plus device onto the local network and began to monitor network performance over a period of seven days. We quickly established that the Clinical System's response times over the NHS national network were well within acceptable levels - the cause of the performance problem was identified as being a local issue and quickly resolved”. Paul continues; “Profiler Plus was able to produce a definitive list of the users and devices that had caused the bandwidth bottlenecks. After consultation with the practice manager and staff, we quickly restored system access. Profiler Plus has been used on a number of sites with similar performance related problems - all with positive outcomes.”*

## Ease of Use

Paul wanted a product that would provide easy visibility of application performance and usage. He found the Profiler Plus product very easy to use, commenting *“After setting up Profiler Plus I felt comfortable with the interface and have been able to generate various reports to suit our particular needs. It's doing exactly what I wanted. I have also managed to give the Head of IT a quick demo - he was very impressed with the data collected so far.”*

## On-going Deployment

iTrinegy's Application Performance Measurement solution, Profiler Plus is continuing to be used as a tool for troubleshooting any problems that might occur with regards to the performance of the applications traveling across the networks, providing vital data to the first and second line ICT support teams.

iTrinegy's Profiler Plus analyses all traffic on the monitored network segments delivering real-time application-level visibility without the need for hosted agents. It provides passive network session analysis for each and every network transaction delivering invaluable application performance and health information over both local and remote (disparate) networks, making it a unique and compelling solution for distributed network environments.

**NHS West and South Yorkshire and Bassetlaw Commissioning Support Unit** is an award-winning provider of professional services, including commissioning and business management support, across West and South Yorkshire and Bassetlaw. They provide outstanding business solutions and ensure that their customer's interests are at the heart of their business. With an entrepreneurial business culture and innovation playing a key part in everything they do, they have built their success on the knowledge gained from their business and relationship with their clients. At present they provide services to the 15 clinical commissioning groups (CCGs) across West Yorkshire, South Yorkshire and Bassetlaw, representing over 500 GP practices and serving a population of 3.9m. They also provide a range of commissioning support services to NHS England which has its national support centre in Leeds.