

## Case Study:

# Renown Health

Northern Nevada's healthcare leader and Reno's only not-for-profit health system, Renown Health employs more than 5,000 nurses, doctors, and care providers that are dedicated to patient health and well-being.

“ Work that would take 20 minutes in Wireshark can be accomplished in two minutes with Observer Analyzer. It is very powerful software that cuts troubleshooting time down significantly.

– **Matt Matheus, Infrastructure Architect**  
**Renown Health**

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### Challenge

Prior to purchasing Observer, Renown Health experienced a lack of visibility and problems isolating root cause between network or applications.

### Customer Choice: Observer

Renown Health chose Observer over competitors because of performance analytics, as well as the packet capture and storage capabilities of the solution.

### Use Case

Renown Health uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance

- Ongoing, proactive monitoring of network performance
- Deployment of new applications and services

### Results

Observer helped the organization with faster troubleshooting by reducing mean time to resolution (MTTR) by 50-79 percent, as well as capturing packet data for security.

Infrastructure Architect, Matt Matheus reports that the IT team experiences better visibility and awareness, less finger-pointing from teams, and smoother deployments with the Observer Platform.

“Before Observer, capturing packets was a time-consuming process that involved installing Wireshark on a server or endpoint and trying to reproduce the problem,” says Matheus.

With Observer GigaStor, we can look back at issues that occurred in the past and determine root cause without all the finger-pointing between departments.”

Matheus estimates that the team has experienced a ten-fold improvement in analysis time alone, compared to their previous solution.

“Work that would take 20 minutes in Wireshark can be accomplished in two minutes with Observer Analyzer. It is very powerful software that cuts troubleshooting time down significantly,” he says.

Matheus notes that he is also extremely satisfied with the setup and deployment of the solution.

*This case study of Renown Health. is based on a March 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service.*