

## Case Study:

# Ecumen Home Care

Based in Shoreview, Minnesota, Ecumen Home Care is an innovative leader in senior housing and services, empowering individuals to live richer and fuller lives.

“We can deliver a better, more consistent service experience to our end users because of the insight provided by the Observer Performance Management Platform.”

– **Dennis Lentz, IT Director**  
**Ecumen Home Care, Inc.**

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### Challenge

Prior to purchasing Observer, Ecumen Home Care experienced a lack of network visibility and problems isolating root cause between network and applications.

### Customer Choice: Observer

Ecumen Home Care chose Observer over competitors because of brand reputation, value, ease of use, and packet capture and storage capabilities.

“We can deliver a better more consistent service experience to our end users because of the insight provided by the Observer Performance Management Platform,” says Dennis Lentz, IT Director at Ecumen Home Care.

### Use Case

Ecumen Home Care uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance
- Ongoing, proactive monitoring of network performance

### Results

Observer helped the organization with faster troubleshooting, including an improved mean time to resolution (MTTR) of 25-49 percent.

“We can respond quicker to outages,” says Lentz, citing better visibility and awareness with Observer.

The team also captures helpful packet data for security.

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