Customer Profile

Boston Medical Center monitors enterprise integration with Infor Cloverleaf Global Monitor.

Facts at a glance

Solution: Healthcare
Products: Infor™ Cloverleaf Global Monitor and Infor Cloverleaf Integration Engine
Industry: Healthcare/Hospitals and Health Systems
Country: USA

"Our support team is more productive today. With just a single, web-based monitoring view, we are alerted to issues and can see them without having to search."

—Jonathon Pope Team Lead, Integration Engineering Boston Medical Center

About the organization

Located in Boston's historic South End neighborhood, BMC is a private, not-for-profit, 496-bed, academic medical center and the primary teaching affiliate for Boston University School of Medicine. It is also the largest safety net hospital in New England, with more than 850,000 patient visits last year. To learn more, visit www.bmc.org.

Challenges

• Needed to track hundreds of interfaces across multiple production sites.

• Required 24/7/365 on-site staffing to support complex integration environment with a "Command Central" approach.

• Required support team members to physically be in the same location where Cloverleaf was installed.

• Cluttered displays and views of interfaces made it difficult to pinpoint specific issues.

Benefits

• Provides a single point of monitoring across the enterprise.

• Web-based system runs anywhere and removes dependency on centralized Command Center.

• Integration team members run separate sessions of Global Monitor simultaneously, from different locations.

• Customizable sessions display Cloverleaf interfaces based on user type and department.

• Personalized alerts pinpoint issues and notify relevant support person by email.

• Reporting provides consolidated statistics on entire integration environment.

• Ability to troubleshoot down to a single interface.

"We estimate a time savings of one full-time resource over the course of a year—just by delegating authority to start and stop certain interfaces down to departmental users. With Global Monitor, we are far more nimble in supporting Cloverleaf today."

—Pete Misticawi, Manager, Integration Engineering Boston Medical Center