

# Lehigh Valley Health Network



## Lehigh Valley Health Network Utilizes AppResponse, AppTransaction, and AppInternals for End-To-End Application Performance Management

Lehigh Valley Health Network (LVHN), located in eastern Pennsylvania, has been noted as one of “America’s Best Hospitals” in US News and World Report Magazine for the past thirteen years. Their 9,500 employees are committed to teamwork and understand the value of technology in providing superb patient care. LVHN is the first health system in the country to adopt a “continuous improvement” initiative.

### Challenge

The mission of the Information Systems (I/S) department is to create a digital health network to support the continuous improvement initiative and enhance patient care. In the last ten years, LVHN implemented a digital electronic medical records system, a computer physician order entry application, and bar code technology that matches patients with prescription medication over its wireless network. The I/S department is expected to ensure 100% network availability to deliver these critical applications.

### Solution

- SteelCentral AppResponse
- SteelCentral Transaction Analyzer
- SteelCentral AppInternals

LVHN turned to Riverbed® SteelCentral™ to support its mission and “do more with less.” Prior to SteelCentral, the time to capture and analyze a packet trace and report on the cause of application delays typically took an entire day. During an initial product demonstration, LVHN immediately recognized the potential of Riverbed SteelCentral Transaction Analyzer software to greatly accelerate troubleshooting and purchased the product the very next day. Richard Fronheiser, I/S Manager states, “Now I am able to determine the root-cause of poor performance and generate an automated diagnostic report in about 30 minutes. My staff has realized a 70% reduction in troubleshooting time with Transaction Analyzer.”

LVHN then decided to replace its existing network monitoring software and purchase Riverbed SteelCentral AppResponse Appliance for real-time end-user experience and application performance monitoring.

LVHN installed AppResponse appliances at the data center, at the helpdesk, and at each of its three hospitals to gain visibility across the entire network. AppResponse enables the I/S team to find problems very quickly—often before end-users are affected. AppResponse historical data and rich metrics enable Fronheiser and his team to analyze past network and application behavior. Actionable reporting and detailed metrics enabled them to justify the AppResponse investment to management.

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“SteelCentral provides end-to-end visibility into application performance from both the network and the application perspective. With any task, you need the right tool to get the job done quickly and efficiently and we have found the right tools with AppResponse, Transaction Analyzer, and ApplInternals. We continue to purchase solutions from Riverbed because of their integrated APM approach and their focus on customer feedback.”

Mark Kelly  
Network Engineer, DJO

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## Benefits

“AppResponse and Transaction Analyzer solve about 90% of the performance problems that we are seeing,” states Fronheiser. LVHN recently acquired Riverbed SteelCentral ApplInternals software to monitor and troubleshoot application performance at the component level.

ApplInternals provides visibility into system and database performance, along with method-level visibility into application code, enabling rapid root-cause analysis of issues that originate within the server tier.

LVHN plans to implement ApplInternals to monitor and rapidly troubleshoot application and database performance for five critical applications.

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### About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the leader in application performance infrastructure, delivering the most complete platform for the hybrid enterprise to ensure applications perform as expected, data is always available when needed, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 26,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at [riverbed.com](http://riverbed.com).

The Riverbed logo consists of the word "riverbed" in a lowercase, bold, orange sans-serif font.