

### Healthcare Provider Manages Performance of VoIP and Strategic Applications with ServicePilot ISM



#### Customer

The Caisse Régionale d'Assurance Maladie d'Ile-de-France (CRAMIF) is a public health service organization serving the greater Paris area. It comprises 80 facilities located throughout the region and employs 2,500 people.

#### Challenge

Simplify the management of VoIP, application and network performance.

#### Solution

ServicePilot ISM Enterprise provides VoIP, infrastructure, and application performance management supports over 3,000 network points and 1,000 objects at CRAMIF.

#### Results

*"The ServicePilot modules have been designed by network specialists who really understand our needs...The solution helps us optimize the quality of service of applications on a daily basis for our end-users."* [IT Director, CRAMIF]

CRAMIF's telephone network comprises three call managers in clusters, trunk gateways on two Cisco routers, 150 switches, and more than 2,000 phones. The IT department decided to implement Voice over Internet Protocol (VoIP) infrastructure to replace the existing telephones with VoIP phones. The deployment took six weeks, after which CRAMIF launched a call for tender to monitor telephony and network performance.

The CRAMIF IT department opted for the ServicePilot solution because of its flexibility, reliability and open architecture. They use the solution's full range of features to manage network performance and quality of service and to track SLAs for their entire IP infrastructure. They were impressed by the simplicity and ease with which the ServicePilot solution is deployed and administered.

*"It was crucial that our critical applications, including our telephony services, be available and reliable for the end-user. We wanted a comprehensive solution that would be easy to use and administer. ServicePilot offers incident and performance management features, capacity planning, and service level management. Few solutions available in the marketplace offer all these features within a single tool. We believe that grouping these features together is very important."* [IT Director, CRAMIF]

ServicePilot offers a comprehensive solution for managing VoIP. The solution collects, analyzes, retains, and correlates all the key indicators of the network communications architecture and call statistics. The information is available via a web portal, which generates easy-to-use reports with an efficient, graphical interface. The Helpdesk has access to a network map, graphs, and event log to effectively pinpoint incidents and optimize the VoIP infrastructure.

The solution's ease-of-use, easy-to-understand information and intuitive interface led the IT department to purchase the other modules offered by ServicePilot in order to extend the monitoring system to the entire information system. Today, ServicePilot monitors some 3,000 network points and 1,000 objects on their distributed network that is spread out over 80 locations.

#### About ServicePilot

ServicePilot is a premier provider of business-focused application performance and business service management solutions that are easy-to-use, deploy and maintain. Service providers and global companies in a wide range of vertical markets rely on the power, scale and flexibility of ServicePilot solutions to cost-effectively enhance the monitoring of their physical and virtual infrastructures and improve VoIP, user experience and application management.

[www.servicepilot.com](http://www.servicepilot.com)

Tel: +33 2 40 60 13 30

Email: [info@servicepilot.com](mailto:info@servicepilot.com)

**SERVICEPILOT**