



**Country:** United States

**Industry:** Healthcare, Education

**Customer Profile**

University Health System is one of the most prestigious health care systems in the Southern USA. University Hospital, a 604-bed acute care hospital, is also the primary teaching facility for The UT Health Science Center.

**Business Situation**

University Health System was looking for a systems management tool that was easier to maintain, would provide deep reporting of performance, had capacity planning capabilities, and could monitor both physical and virtual apps & servers.

**Results with up.time**

1. Little resources required to administrate the up.time.
2. Saved ¼ of a full-time System Administrator (\$15k-\$20k in savings).
3. Budget justification made easier with Capacity Planning reports and graphs for Managers.
4. Deep Monitoring across multiple environments from the up.time Dashboard.

**Phone:**

+1 (416) 868 0152

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# University Health System uses smarter Systems Management to help drive better healthcare.

**The Situation:**

"We were outgrowing our current tool (Big Brother) and wanted a proven enterprise systems management and monitoring toolset that could still fit within our budget. up.time is powerful, low maintenance and very easy to use. How easy is up.time? We fully deployed up.time in 1-day, with in-house resources only." – David Pearson, University Health System.

University Health Systems wanted an easier way to monitor, measure, and manage their IT systems, as their current in-house tooling was becoming both unreliable and time-consuming to maintain.

University Health Systems choose up.time.

- **Outgrew Current Tools:** Needed proven and scalable enterprise systems management and monitoring (physical, virtual, cloud) at a mid-market price.
- **Easy-to-Use, Fast Deployment:** Wanted a powerful systems management toolkit that was low maintenance and could deploy quickly.
- **Deep Reporting:** Wanted rich, automated reports that could show historical performance and highlight potential capacity problems before they happened.
- **Cost Effective:** Wanted enterprise-level ITSM that wouldn't break the IT bank.

"The environment was becoming hard to manage as we grew and our systems management tool couldn't scale, or provide deep enough reporting. Now, reporting is a breeze and scale is a non-issue. For example, we can quickly report or graph potential capacity issues over the past day, week, or month. With that report, the CIO can clearly see our capacity position and why we might need additional capacity or budget. It's so easy, even the Line-of-Business Managers can understand the reports. up.time makes us more proactive, and that's a great thing. It makes IT, and the CIO, look good."

"Overall, we needed to spend less time 'managing' our systems management software and more time making our IT department proactive. **I would absolutely recommend up.time.**"

Over 20 Healthcare companies and providers use up.time, including:



**Monitor, Measure, Manage Across all Applications and Platforms.**

