



## Lehigh Valley Health Network Utilizes ACE Live™, ACE™ Analyst, and OPNET Panorama™ for End-to-End Application Performance Management

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**OPNET 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 ACE Live, ACE Analyst, and Panorama. We continue to purchase solutions from OPNET because of their integrated APM approach and their focus on customer feedback.**

Richard Fronheiser  
 I/S Manager  
 Lehigh Valley Health Network

Lehigh Valley Health Network (LVHN), located in eastern Pennsylvania, has been noted as one of “America’s Best Hospitals” in US News & 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.

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.

LVHN turned to OPNET to support its mission and “do more with less.” Prior to OPNET, 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 ACE Analyst 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 ACE Analyst.”

LVHN then decided to replace its existing network monitoring software and purchase ACE Live for real-time end-user experience and application performance monitoring. LVHN installed ACE Live appliances at the data center, at the helpdesk, and at each of its three hospitals to gain visibility across the entire network. ACE Live enables the I/S team to find problems very quickly - often before end-users are affected. ACE Live’s 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 ACE Live investment to management.

“ACE Live and ACE Analyst solve about 90% of the performance problems that we are seeing,” states Fronheiser.

LVHN recently acquired OPNET Panorama to monitor and troubleshoot application performance at the component level. Panorama 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 Panorama to monitor and rapidly troubleshoot application and database performance for five critical applications.



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