



Executive Summary

Industry

Headquartered in Pittsburgh, PA, Acusis provides cost-effective, accurate outsourced medical transcription services to clinics, hospitals and large physician practices throughout the United States. With a global team of more than 500 associates throughout the U.S. and India, Acusis uses a secure method to manage the entire transcription process from capturing dictations to delivering electronic reports.

Business Situation

Acusis required a quality tool that would provide private and secure monitoring from all locations, ensuring high availability.

Benefits

By partnering with NetIQ, Acusis has improved its uptime for their server farm, as well as client availability. The operations team has been able to expand and enhance their telephone dictation system to allow even more reliability and availability for physicians

Products

AppManager Suite, NetIQ Security Manager



NetIQ Provides Cure for Acusis Medical Transcription Services

Whether a patient's condition is critical or not, the speed, accuracy and security of the patient's information are crucial.

Acusis, a global medical-transcription company headquartered in Pittsburgh, PA, has a core business that provides medical records to small physician practices, clinics and large hospital systems. In the medical transcription business, quality on-time delivery is mission critical. One of their biggest challenges is the expectation of a 24-hour or less turnaround time, which in reality could mean as little as one to three hours.

The Acusis system takes a doctor's dictation via telephone and processes it into a medical transcript that is delivered back to the client. Previously, Acusis had no monitoring system to ensure their uptime or security requirements for these critical deliverables. Acusis required a tool that would provide quality monitoring to ensure nearly 100-percent uptime. Acusis looked for multiple offerings, strong references, a proven product and a well-known company. Ray Dyer, vice president of marketing for Acusis, explained they chose NetIQ and its AppManager and NetIQ Security Manager products because they could assure, optimize and secure their systems in all worldwide locations, including India.

"We selected NetIQ very early on. We wanted a known company. When we looked at NetIQ, we found it was, by far, the best option that we had in both looking at the monitoring how our systems are running in our network as well as the security aspects."

Ray Dyer, vice president, marketing, Acusis

Acusis' customer base has grown rapidly, expanding into every region of the U.S.—both hospital and clinic-based market. For example, if Acusis experienced a network outage of any kind within their infrastructure, they would lose service to thousands of healthcare providers. One hospital alone could have nearly 7,000 end users. As a result, at any given time during the day, there are potentially thousands of doctors trying to access the system.

Before NetIQ? An Emergency!

Acusis' target is to attain a 99.999 percent uptime—the five 9s of availability. However, their previous dictation server had no network monitoring tools because the system was completely proprietary. Acusis called the server vendor and worked to get approval to install an AppManager agent on that box.

"Before AppManager, Customer Service would receive a call from a doctor saying they had tried to dictate and the phone just continually rang," Winseck said. "Now, with AppManager, I receive an e-mail from one of my IT personnel informing me that we'd had an incident on one of the servers, it was addressed and the result was no loss of available services due to this incident.

"If our telephony systems aren't up and working and our transcription-dictation server is down, the voice would never be captured and no service offering would be available for this mission-critical information. Doctors do not have time to wait for our systems to become available, so every minute we're down is money out the door. We need to be ready when they are."

The Solution - NetIQ: the Prescription for Transcription

Acusis quickly discovered that no one else had ever thought of putting a monitoring agent on any of the servers in a data center. With AppManager, Acusis had the advantage of fail-over precautions already put into place from a disaster-recovery plan perspective so that they could ensure nearly 100-percent uptime.

As a result, Acusis management and staff "have confidence knowing that our systems are constantly up, always reliable and always stable," Dyer said.

"Customers are also confident that they had chosen a company with a vast data center and global operations, with the technologies required to manage that back-end infrastructure to ensure reliability and stability. They also know redundancy is in place should there ever be an occurrence of a system failure, he added."

NetIQ Security Manager Delivers Protection and Privacy

Acusis goes to great lengths to ensure security and privacy for hospital and clinic systems that use confidential demographic data. It is critical to Acusis that their network infrastructures are structured in a way to handle protected healthcare information.

"NetIQ Security Manager enabled us to convince our customers that we were not just stating that we were Health Insurance Portability Accountability Act (HIPAA) compliant, but that we could guarantee that we have a secure handling of patient information," Dyer said.

Conclusion

By partnering with NetIQ, Acusis can deliver an innovative and focused core of expertise, providing health care end users with the utmost choice of tools that no other competitor can deliver

“By using AppManager and NetIQ Security Manager, we differentiate ourselves from many of our industry competitors by offering a strong choice of flexible applications to health care providers,” Dyer said. “This choice provides a solid backbone of monitoring and security to meet our customer expectations 100 percent of the time. And that’s a differentiator for us.” Winseck added: “With AppManager and NetIQ Security Manager, we are now able to expand and enhance our telephone dictation system to allow even more reliability and availability for physicians. We have been using AppManager for the past two years—and we’re still up—every single day.”

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