

VisibilityOne: Pharma/Healthcare Use Case

Challenge

In the healthcare sector, telemedicine has become a cornerstone for patient consultations, diagnoses, and collaborative discussions between healthcare professionals in multiple locations. However, disruptions in video conferencing systems can lead to missed appointments, delays in patient care, and inefficient communication between physicians. Given the highly sensitive nature of healthcare, especially in urgent or life-critical situations, any breakdown in telemedicine services can lead to compromised patient safety and treatment outcomes.

Compounding the issue, healthcare institutions often operate with a variety of video conferencing systems and connected IoT devices (such as diagnostic tools and patient monitoring systems), making manual oversight and troubleshooting incredibly difficult.

Solution

VisibilityOne offers proactive monitoring and automatic fault detection to ensure uninterrupted telehealth services and seamless internal communication among healthcare professionals. The platform monitors video conferencing systems in real-time, as well as connected medical devices such as patient monitors, diagnostic cameras, and telemedicine equipment. By identifying potential issues before they arise, VisibilityOne helps to self-heal malfunctioning components, such as reconnecting dropped telehealth calls, without requiring manual intervention from busy healthcare IT teams.

VisibilityOne also integrates easily into existing healthcare IT ecosystems, complementing Electronic Health Record (EHR) systems and other patient management software. This ensures that patient data, as well as telemedicine services, remain uninterrupted and secure, helping to maintain continuity of care even during high-demand situations.

Results

Pharma and healthcare institutions who leverage VisibilityOne can expect to reduce their IT service requests significantly. Telemedicine uptime will improve, ensuring more patients receive consultations on time, leading to faster diagnoses and treatments. Healthcare providers will experience fewer delays in collaborative video meetings between specialists, which will improve communication speed and treatment decisions, directly correlating with better patient outcomes.

Moreover, healthcare providers will report a significant cost savings annually in reduced downtime and fewer IT staffing needs, enabling them to reinvest resources into improving patient care. Overall, healthcare providers will be more confident in their ability to deliver uninterrupted care, knowing that their telemedicine infrastructure is constantly monitored and protected.

Quote

"VisibilityOne understands there is more to a video conferencing platform than just the underlying network. Amazingly, VisibilityOne delivers a single view of multiple hardware vendors and cloud services. Not toggling between complex tools is truly a game-changer."

Dave Van Kanegan, IT Strategist