

CapMon monitors IT systems in hospitals

Monitoring of approx. 2000 servers and 700 network in the majority of the Capital Region's hospitals ensures improved IT stability and satisfied users.

The Capital Region - Region Hovedstaden - was established in 2007, based on an amalgamation of several counties. This implied a total reorganization of the various IT departments and the establishment of Koncern IT (KIT). KIT is today responsible for the operations of all IT systems and network in the region.

"Due to the large number of different IT systems in all the hospitals, which now needed central operation and later on consolidation, we were faced with huge challenges. Consequently, we were looking for a monitoring system that could handle all these approx. 900 systems", says Klaus Franzmann, Chief IT consultant in KIT.

Based on experiences from two hospitals in the region having previously purchased

and still use the CapMon monitoring systems, KIT finally decided to use the CapMon monitoring system.

SLA reports, enduser measurements

Klaus Franzmann says: "A major reason for choosing CapMon is the possibility of performing SLA reporting". Another major advantage is the capability of performing enduser measurements. This is the most important monitoring feature as we get specific details on the users' experience with our systems. After all, satisfied users are what every IT department wants". KIT decided to build on the CapMon solution at Hvidovre Hospital, already monitoring their local systems as well as the vital systems in the "old" H:S.

The task was to add all the other hospitals, and the systems they used. "After a prioritization of the most important systems we started the implementation from

one end. And today, we monitor approx. 2,000 servers and 700 network devices (switches and routers) in almost all hospitals in the region and the connections between them.

The entire implementation process was carried out in close connection with the CapMon technical consultants" fortæller Klaus Franzmann".

Improved uptimes

During the implementation process new ideas came up and were quickly and easily implemented.

Among other things, a very simple and easy monitoring screen for the operational surveillance team, which facilitates their visitation of alarms from CapMon.

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It is easier for them to transfer the individual cases to the relevant group of technicians, thereby implying reduced troubleshooting time and improved up-time for the users.

A value-adding supplier

"CapMon's broad expertise has secured the right monitoring. Currently, we are starting to establish a link between CapMon and our CMDB (Configuration Management Database), and then we need CapMon to automatically create cases in our case management system. CapMon have been consulted and

involved throughout the implementation phase and also in the subsequent development of specific functionalities. Their expertise has been invaluable when we needed to establish the right monitoring in some of our very special systems "

Who is Region Hovedstaden
Region Hovedstaden is the largest of Denmark's five regions with approx. 38,000 employees.

The main task of Region Hovedstaden is hospital operations. But the region is also running social institutions and is the driving force in the regional development - including the performance of certain nature and environmentally related tasks. Furthermore, they cooperate with approx. 4,000 practitioners, including individual health agreements with all municipalities in the region - as well as cooperation in connection with hospitalization and discharge process, prevention, rehabilitation etc.



CapMon allows you to set up your own dashboards that give you the exact overview that is necessary for you.

Monitor the IT infrastructure
CapMon monitors and collects information from infrastructure and applications and do not require installation of extra software on other units in the network.

The system uses certain functionalities from the Open Source product Nagios, a.o. for server and network monitoring purposes.

Control of CapMon is performed via a web based user interface ensuring quick and easy access to the various functionalities.

