

CASE STUDY

**Proactive Monitoring for a Leading
Healthcare Company**

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CLIENT OVERVIEW

A leading healthcare technology company offering digital health products, patient portals, and telemedicine platforms needed robust infrastructure monitoring to ensure seamless service delivery across its digital ecosystem.

OBJECTIVES

- Maintain high availability of healthcare services
- Monitor containerized applications in real-time
- Enable development and QA teams to track uptime and performance across web portals and APIs

CHALLENGES


- Frequent slowdowns in patient-facing web applications
- No centralized visibility into container environments (Kubernetes/Docker)
- Difficulty tracking real-time API performance and uptime
- Need for synthetic monitoring to simulate patient and doctor journeys
- Compliance mandates around monitoring and reporting

OUR SOLUTION:

COMPREHENSIVE MONITORING SYSTEM

- To address these challenges, we implemented an end-to-end monitoring solution tailored to the client's DevOps and infrastructure needs:
- Agent Deployment on VMs and Docker containers to track metrics
- Real-time diagnostics of performance bottlenecks in containerized systems
- Synthetic Monitoring to simulate user journeys and proactively detect issues
- 24/7 Uptime Monitoring for public-facing product pages and APIs
- Automated Remediation Scripts to trigger incident workflows based on severity levels
- Synthetic Monitoring to simulate user journeys and proactively detect issues

RESULTS ACHIEVED

- Consistent 99.98% uptime maintaining optimal application availability
 - Accelerated issue resolution using an automated ticketing system
 - Real-time Visibility for developers and QA teams into service health
 - Minimized downtime through proactive monitoring and rapid incident response
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Let's get connected :)

We're excited to learn more about your business needs and how Qruize can support your goals. Reach out to us at info@qruize.com, Let's start a conversation and explore the possibilities together.

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