



# Healthcare Provider Manages Performance of Strategic Applications with ServicePilot ISM



## Customer

The Caisse Régionale d'Assurance Maladie d'Ile-de-France (CRAMIF) is a public health service organization serving the greater Paris area. It comprises 80 facilities located throughout the region and employs 2,500 people.

## Challenge

Monitor telephony and network performance on Cisco infrastructure.

## Solution

ServicePilot ISM VoIP, Infrastructure, and Application Performance Management modules supporting over 3,000 network points and 1,000 objects

## Results

*"The ServicePilot Technologies modules have been designed by network specialists who really understand our needs... The solution helps us optimize the quality of service of applications on a daily basis for our end-users."* [François Du Lau d'Allemans, IT Director, CRAMIF]

CRAMIF's telephone network comprises three call managers in clusters, trunk gateways on two Cisco routers, 150 switches, and more than 2,000 phones. The IT department decided to implement Voice over Internet Protocol (VoIP) infrastructure to replace the existing telephones with VoIP phones. The deployment took six weeks, after which CRAMIF launched a call for tender to monitor telephony and network performance.

The CRAMIF IT department opted for the ServicePilot solution because of its flexibility, reliability and open architecture. They use the solution's full range of features to manage network performance and quality of service and to track SLAs for their entire IP infrastructure. They were impressed by the simplicity and ease with which the ServicePilot solution is deployed and administered.

***It was crucial that our critical applications, including our telephony services, be available and reliable for the end-user. We wanted a comprehensive solution that would be easy to use and administer. ServicePilot offers incident and performance management features, capacity planning, and service level management. Few solutions available in the marketplace offer all these features within a single tool. We believe that grouping these features together is very important.*** [François Du Lau d'Allemans, IT Director, CRAMIF]

ServicePilot Technologies offers a comprehensive solution for managing VoIP. The solution collects, analyzes, retains, and correlates all the key indicators of the network communications architecture and call statistics. The information is available via a web portal, which generates easy-to-use reports with an efficient, graphical interface. The Helpdesk has access to a network map, graphs, and event log to effectively pinpoint incidents and optimize the VoIP infrastructure.

The solution's ease-of-use, easy-to-understand information and intuitive interface led the IT department to purchase the other modules offered by ServicePilot in order to extend the monitoring system to the entire information system. Today, ServicePilot monitors some 3,000 network points and 1,000 objects on a distributed network that is spread out over 80 sites.

## About ServicePilot

[www.servicepilot.com](http://www.servicepilot.com)

ServicePilot offers business and technical views of infrastructure to ensure quality of service and high performance levels for critical applications. ServicePilot ISM combines fault management modules, performance management, SLA management, VoIP management and capacity planning within a single platform.

**Americas:** 5373 W. Alabama, Ste 209  
Houston, TX 77056, USA  
+1 (888) 317-6753

**Europe:** 162, boulevard des Océanides  
F-44380 Pornichet, France  
+33 (0) 2 40 60 13 30

