



SERVICE PROFILE

VSM FOR HEALTH





Keep critical communications in tip-top condition with VSM's real-time view of technology vitals

Technology is taking healthcare beyond the confines of the doctor's room, combining mobile devices with networks and smart sensors to transport patient vitals to healthcare professionals working almost anywhere in the world.

However, for this model of healthcare to succeed, networks – including unified communication (UC) and contact centre (CC) systems – must work flawlessly end-to-end.

Virsa Service Management (VSM)

- Keep your UC and CC systems running flawlessly with VSM's intelligent cloud-based service management
- Go beyond simple monitoring to a world of diagnosis and proactive fixes, where 90% of network issues are resolved without human intervention
- Work smarter with at-a-glance graphical views of your unified communications networks
- Monitor UC resource utilization to retire unused capacity and forecast future requirements
- Protect your UC network with real-time threat awareness capabilities

Old-world new-world service management tools

More of today's healthcare organizations use UC systems to connect staff, partners, and customers. The trouble is, some organisations use old-world IT tools to manage their UC networks – and it simply doesn't work.

While IT tools monitor basic functions, they aren't up to the job of managing things like UC network capacity, or balancing the impact of individual components on the performance of UC networks.

Short on real-time information about call latency, jitter, and overall quality of experience, network managers use instincts rather than intelligent diagnosis to pinpoint and fix problems. In the meantime, calls get dropped, lines go dead, and call centre applications turn to sludge.

VSM is expert eyes for UC service management, delivering new-world tools to monitor, diagnose, and report the health of your unified communications systems and applications.

Fix things fast, before technology breakages impact communications

Improved access to patient data and health services puts additional pressure on communications technology and mission-critical clinical platforms. Malfunctions can be the difference between life and death.

VSM shines a light in every corner of communications platforms to identify technology breakages and irregularities with the potential to undermine service uptime and performance.

Deliver high-quality consultations

High-quality video and voice communications pave the way for remote consultations, and even on-demand video contact. Communications systems must be correctly configured and updated to keep running smoothly.

VSM's Voice Quality Management puts you in the driver's seat, providing an end-to-end view of voice and video network performance to pinpoint hard-to-find issues for quick resolution.

Keep patient information safe

Hackers are targeting medical records in a bid to fraudulently acquire drugs and steal patient information.

VSM Security Manager turns the table on attackers with real-time threat awareness. In the same way CCTV intruder systems activate alarms to instantly alert homeowners, Security Manager watches and flags suspicious activity to keep healthcare providers in the picture and one step ahead of the bad guys.

Do more with less

Amid declining reimbursements from private and public payers, and a move from service fees to value-based care, providers must put total cost of healthcare IT ownership under a high-powered microscope.

VSM Capacity Manager matches UC resources with system activity and user requirements, right across the organisation. When software and hardware resources are finely balanced with service demands, managers are able to cut idle resources, saving money, and all but eliminate the risk of being caught short with insufficient capacity.



"In our business, an hour's downtime costs us approximately \$50,000. VSM is money well spent – many times over."

– IT Director | US-based medical services company

About Virsae

Businesses around the world use Virsae's cloud-based service, Virsae Service Management (VSM), to keep their unified communications systems performing at their best – so their channels stay open, workers stay productive, and customers always get an answer.

Let's get started

Learn how VSM helps healthcare providers keep critical communications in tip-top health.

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