How openITCOCKPIT helps GE Healthcare save lives

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With its openITCOCKPIT monitoring solution, German B2B open source-service provider it-novum ensures the worldwide operations of GE Healthcare's medical IT diagnostic systems run smoothly. This system helps monitor the medical IT systems used in hospitals, clinics and radiological practices. The monitoring provided includes enterprise imaging, cardiology, and other healthcare systems.

Higher availability and more reliable operation

Medical diagnostics can save lives – that's why GE Healthcare relies on openITCOCKPIT to monitor its customers' IT diagnostics systems. These devices continuously produce data that is reliably evaluated and processed using GE Healthcare's IT platforms. openITCOCKPIT enables GE Healthcare to operate its IT diagnostic systems more reliably worldwide by either taking action before a system failure occurs or by finding the solution more quickly in the event of a failure.

Increased business value through a more comprehensive service

To further improve its customer support, GE Healthcare wanted to upgrade its existing monitoring. This would enable hospitals and radiology practices to more accurately check the operating status of their systems being monitored by GE Healthcare IT. By monitoring every GE system, GE Healthcare IT offers its customers a high-quality business service that makes medical diagnostics more fail safe and cost effective. At the same time, the administration and monitoring of many medical IT systems used worldwide by GE Healthcare IT were also to be made available from a central point.

Cost savings via an open-source solution

The procurement and operating costs of openITCOCKPIT are very low due to its open-source nature: Since there are lower licensing costs, the project budget can be invested in the project's implementation and individual adjustments. The same monitoring setup using a commercial solution would have been far more costly to implement. openITCOCKPIT's also enables GE Healthcare IT to offer its customers even better services such as direct on-site monitoring of their own diagnostic systems by their own IT team.

Better customer service through uninterrupted provision of services

The customers' IT systems are managed centrally by GE Healthcare IT. By installing openITCOCKPIT, it-novum put in place the continuous monitoring of all medical sites, enabling GE to secure consistent availability at thousands of locations in EMEA, Asia-Pacific and the Americas. This ensures, for example, that images of organs and body parts are securely stored and archived. Should one of the systems fail, it would not be possible to store these images, which could have fatal consequences when it comes to diagnosing and treating patients. So it's not just about having large storage resources, but also being able to provide very high availability and reliability.

> openITCOCKPIT ensures the worldwide operation of medical diagnostic systems of GE Healthcare. It helps to monitor the medical IT systems used in hospitals and radiology offices. Monitoring includes enterprise imaging, cardiology, digital pathology and IT platforms for intensive care.

Central management and distributed monitoring

openITCOCKPIT meets all the requirements for GE Healthcare IT: It is an enterprise management system that offers distributed monitoring, centralised management and a graphical interface for users and customers. As an „all-in-one" solution, openITCOCKPIT enables the central administration of GE medical systems locations all over the world. With the central management abilities of openITCOCKPIT, GE is able to maintain an overview of all locations and can take early action should any difficulties or emergencies arise.

And finally, the decisive factor for GE Healthcare IT was that openITCOCKPIT is an open-source project, whereby it-novum GmbH, as the project maintainer, would provide professional consulting and support services. Through this arrangement, GE Healthcare IT has found a strong partner and a high-performance solution for distributed monitoring.

The implementation's primary USPs

- Low implementation costs
- Low operating costs
- Open source licensing model
- Low training costs

- Individually expandable
- Scalable
- Fully distributed monitoring
- Sophisticated authorisation concept
- Customisation and joint development

Why you should talk to it-novum...

it-novum is the leading IT consulting company for business open source in the German speaking market. Founded in 2001, it-novum is a subsidiary of the listed KAP AG.

Monitoring, IT documentation, ticket systems - when it comes down to IT service management as integrated service, we have the right solutions at hand: with the ITSM Suite from it-novum, organizations can seamlessly integrate open source software tools like i-doit (documentation), ((OTRS)) Community Edition (ticket system), JDisc (discovery) and our in-house development openITCOCKPIT (monitoring). This way, users across all departments can benefit from integrated IT services.

Outstanding support, consulting and successful project implementation

Don't worry. Our individual support models help you to solve all kinds of problems. Our team supports you with operating your ITSM solution with guaranteed Service Level Agreements. With many years of experience in the field of ITSM, we provide you with the best consulting your project needs - from planning and conception to implementation.

Our entire ITSM team is ITIL certified!

Monitoring solution for holdings and medium-sized businesses

Our monitoring software openITCOCKPIT provides services transparency by monitoring your entire IT landscape. openITCOCKPIT offers features such as high scalability, SAP monitoring, cluster capability and an intuitive web interface with a modular structure.

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