Dependability. Trust. Timeliness. Nagios Monitoring Solution and Waiting Room Solutions Unparalleled 99.99% Uptime

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- Brad Hall, Systems Administrator, Waiting Room Solutions

Challenge

Dependability. Trust. Timely notification of critical issues instantaneously. In the current burgeoning healthcare market, physicians expect their web based electronic medical records (EMR) system to deliver these crucial capabilities.

As the leading cloud EMR & Practice Management System for physicians' offices, a myriad of doctors rely on Waiting Room Solutions to work efficiently without a glitch.

Solution

Five years ago Waiting Room Solutions tapped Canonical, Nagios Enterprises, a leader in enterprise-grade Open Source Monitoring to ensure that Waiting Room Solutions is notified immediately if a problem occurs so that we can address the issue without hesitation. "Nagios is an integral part of our infrastructure. By immediately notifying WRS of a service outage, our team is able to rectify the issue before our customers and end users experience any problems," said Brad Hall, Waiting Room Solutions Systems Administrator.

Benefits

Pointing out that Waiting Room Solutions needed to partner with an expert in providing notification of rapidly scaling infrastructures, Hall said Waiting Room Solutions is tapping Nagios for Nagios, Nagios Plugins, NRPE, and custom

monitoring scripts. Hall emphasized that Nagios is flexible enough to conform to Waiting Room Solutions specific needs to meet the demands of the burgeoning healthcare market that Waiting Room Solutions serves--a market that has grown by more than 10,000 users in just a few years.

"Nagios enables Waiting Room Solutions to decide the sensitivity of the monitors. We run a clustered database system that is very sensitive to any delays in replication. Whenever the database is even two seconds out of sync, Nagios will contact us via e-mail and instant message," said Hall.

Business Needs

Implementing Nagios as a monitoring tool allows Waiting Room Solutions to create its own custom monitoring scripts to keep track of any aspect of the system, a capability which is essential to physicians in today's healthcare arena. "With monitoring systems, trust is the central issue. If you can't trust your system monitor, you can never sleep at night. Nagios has worked perfectly every time," concluded Hall.