

Welkom op het Zorgseminar 2019!

Martello

Opgericht 2009

Hoofdkantoor Ottawa, Canada

Kantoren in Paris, Amsterdam, Montreal & Dallas

Beursgenoteerd: TSX Venture Exchange

2018: Savision overname

Partners:

Mitel, Microsoft, Elastic en Paessler

MARTELL  *Savision* is a subsidiary of
Martello Technologies



Martello Product Portfolio



Performance Management

Manage the
performance of unified
communications.

SD-WAN

Build stronger, more
resilient networks.

Service Monitoring

Visualize and manage
your IT environment
from a single
dashboard.

Agenda

Klantcase: LUMC

Willem Bouwman

Partnercase: Paessler

Wilco Ravestein

Koffie

Klantcase: UMC Utrecht

Remco Veenendaal

Martello Solutions: Features & Roadmap

Justin Boerrigter

Lunch



9.40 uur

Klantcase - Willem Bouwman, Leids Universitair Medisch Centrum

Sinds 2009 werkt LUMC samen met Martello om de IT dienstverlening continu te verbeteren. In eerste instantie om SCOM data te visualiseren. Inmiddels ontsluit men ook data uit andere platformen en deelt Willem Bouwman graag waar zij nu staan en welke ervaringen zij met Martello hebben.



Leids Universitair
Medisch Centrum

End user monitoring

Verschuiving van invalshoek

Willem Bouwman
IT&DI Applicatiediensten
LEIDEN



Even voorstellen...

Willem Bouwman

Applicatiediensten

LUMC

Verantwoordelijkheden:

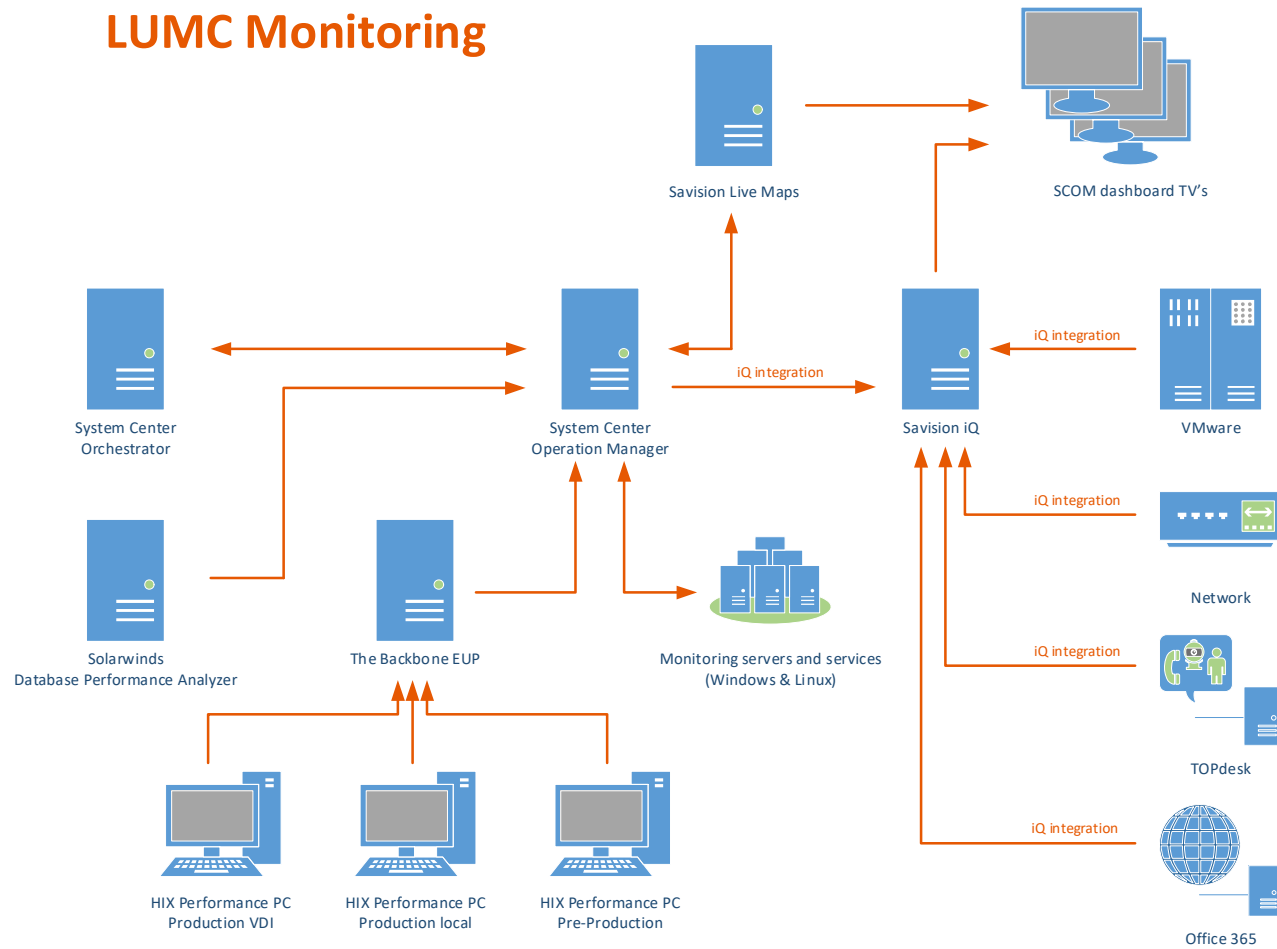
- SCOM
- Orchestrator
- SQL Database Administrator

8+ jaar Live Maps

2+ jaar iQ

SCOM Architectuur

LUMC Monitoring



Dia 8

BW(1

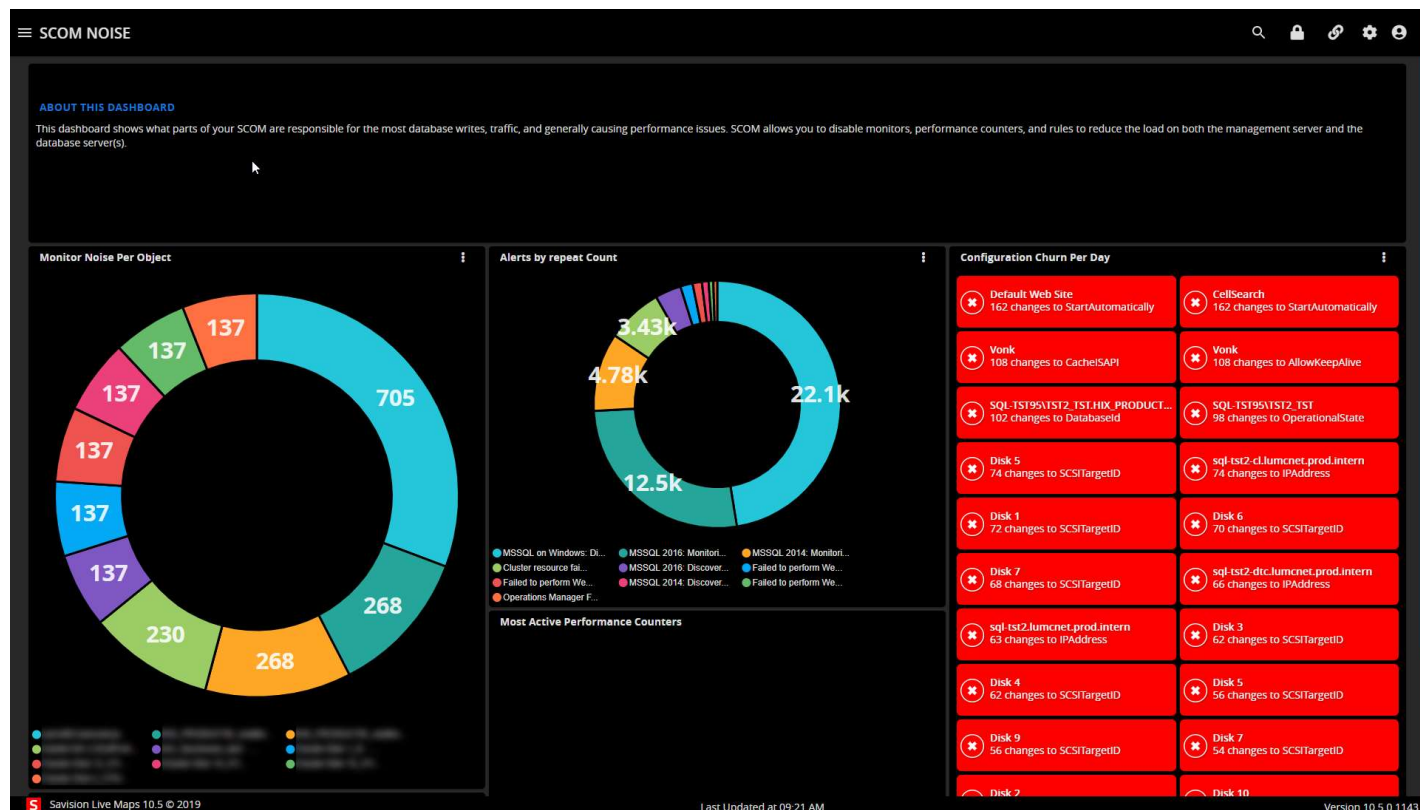
Bouwman, W.J.G. (ICT), 13/11/2019

SQL versies

[illegible]

Gebruik Live Maps (2)

SCOM ruis



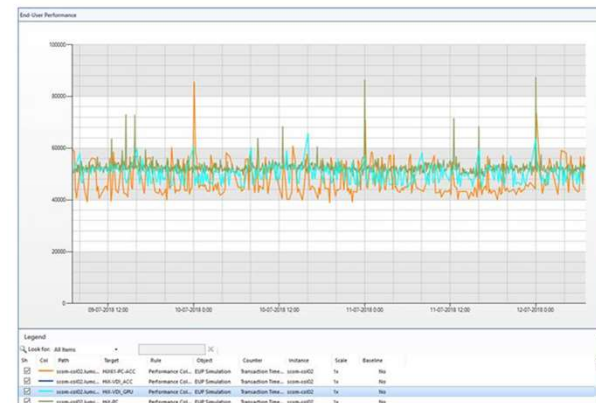
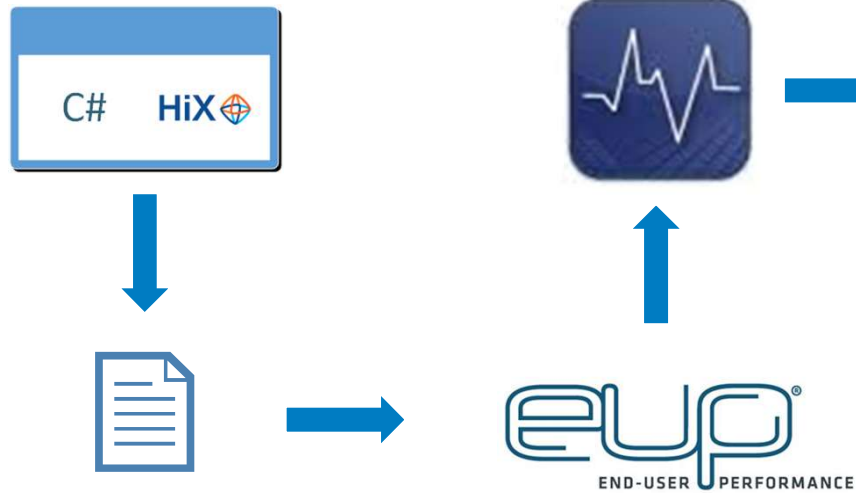
Gebruik Live Maps (3)

Dashboards voor TV's

Zorg			
✓ HiX LUMC	✓ HiX Performance PC	✓ HiX Performance VDI	✓ HIX LUMC DB's
✓ HiX Alrijne	✓ HiX Alrijne DB's	✗ Aanmeldzuilen	✓ Clinical Assistant
✓ CloverLeaf	✓ Comez	✓ Diamant	✓ Glims
✓ Meteor	✓ IQMessenger	✓ PatientenPortaal	
Applicaties & Bedrijfsvoering			
✓ Apotheek	✓ ARTA	✓ BIU	✓ CFM
✓ CMS	✓ IGA	✓ iProva	✓ Join
✓ Kofax	✓ NetQ	✓ PeopleSoft FSCM	✓ PeopleSoft HCM
✓ RostarCAS	✓ TFS	✓ TimeTell	✓ TOPdesk
✓ Ultimo	✓ Websites LUMC		
Infrastructuur & Middenlaag			
✓ AD ICTAdmins	✓ AD ICTBeheer	✓ AD LUMCnet	✓ AD Prod.intern
✓ Exchange 2010	✓ Exchange 2013	✓ SCOM	✓ Microsoft SCCM
✓ Printers/Scanners	✓ Telecom	✓ Windows DNS	✗ VDI



End User HiX



Verschuiving

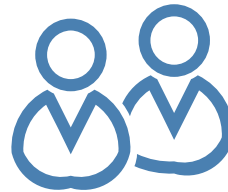
Server status monitoring



- ❌ Critical
- ❌ Critical
- ❌ Critical
- ❌ Critical
- ❌ Critical
- ❌ Critical



End User monitoring



- ✅ Healthy
- ✅ Healthy
- ✅ Healthy
- ✅ Healthy
- ✅ Healthy
- ✅ Healthy



Planning voor 2020

- End user monitoring van O365
- Performance SCOM
- Uitbreiden naar buiten IT
- Scheiding PROD en OTA
- Upgraden van alle Live Maps dashboards naar End User perspectief

End User Dashboard 2020



Wacht eens!

Hoe zit het met Savision iQ?

In 2020:

- Management dashboards in iQ
- Upgrade naar SCOM 2019 ➡ kritisch verklaren
- Monitoren van o.a. NICU

Services Overview

6 Business Services

Name	End-User	Application	Infrastructure	Supplier Services	Alerts	Incidents	Uptime
Office 365					552	22	0.00%
HIX					8	0	100.00%
FHIR					0	0	100.00%
TOPdesk					0	0	100.00%
CFM					0	0	100.00%
Apotheek					0	0	100.00%

Dashboards in iQ

Board

Alarmeringssystem Main

MEMBERS (2) EXPLORER ALERTS (0) INCIDENTS (0) RULES (0) EXCLUSIONS (0)

Alarmeringssystem Netwerk

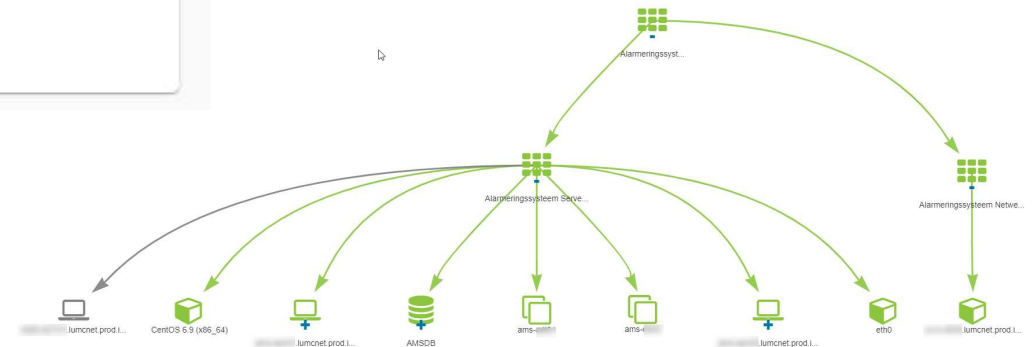
1 pinned items



Alarmeringssystem Servers

8 pinned items





Vragen?



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Willem Bouwman

Partnercase: Paessler

Wilco Ravestein

Koffie

Klantcase: UMC Utrecht

Remco Veenendaal

Martello Solutions: Features & Roadmap

Justin Boerrigter

Lunch

10.15 uur

Partnercase - Wilco Ravestein, Paessler

Sinds kort heeft Martello een strategisch partnership met Paessler, leverancier van PRTG Network Monitor. Deze oplossing is vooral bekend doordat het de IT infrastructuur monitort. Inmiddels kan het product breder ingezet worden en heeft men een duidelijke focus op de gezondheidszorg, waarin de beschikbaarheid van medische apparatuur van levensbelang is. Wilco Ravestein van Paessler vertelt u meer.



PRTG

The cure for your network challenges

Wilco Ravestein, Country Manager Benelux

Monitoring medical IT

- Paessler – The monitoring company
- Merging two worlds: classic IT & healthcare IT
- Partnership with Martello



Paessler – The monitoring company

Paessler history



1997–2001 THE GARAGE PHASE

One student, one vision,
one "garage" – the ingredients
for a classic 90's startup.



2003–2007 THE CORPORATE NAME

A conspirator group of network experts
and developers form Paessler AG.



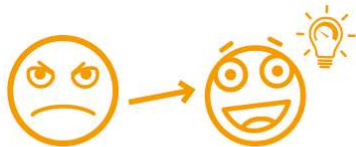
2011–2016 GOING INTERNATIONAL

2 relocations, 130 new employees in 7 countries,
and more than 200,000 customers in 5 years.
Paessler is finally becoming a global player.



2001–2003 THE FOUNDING PHASE

Paessler needs a performance monitoring
software – the birth of PRTG!



2007–2011 SOFTWARE CONSOLIDATION

PRTG Traffic Grapher and IPCheck Server
Monitor are converted into a single solution –
PRTG Network Monitor is born!



2017–PRESENT QUEST FOR INNOVATION

Venturing into new territories and looking
ahead – with the awareness of 20 years
of company history.





Why do we need monitoring?



MEASURE

INFORM &
ALERT

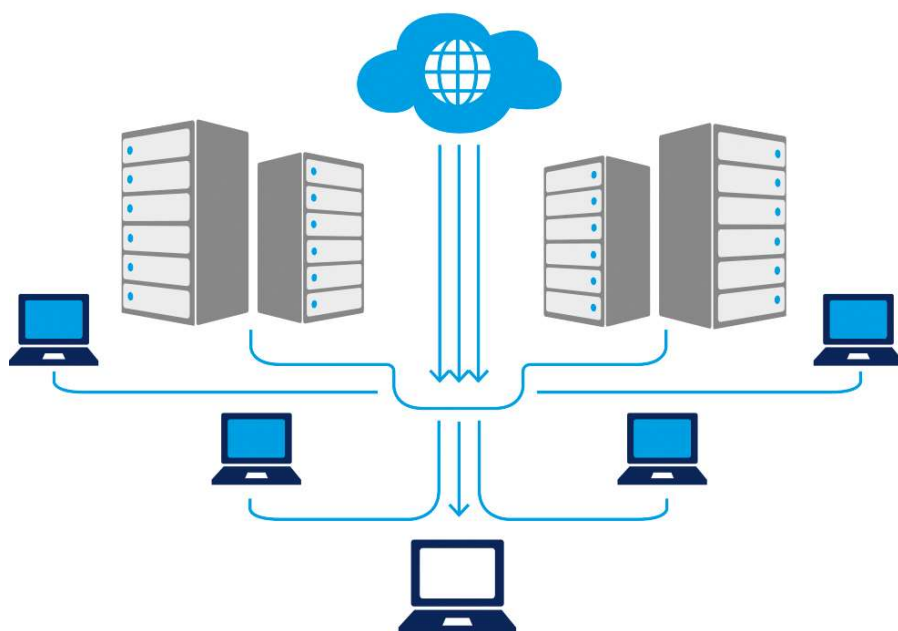
ANALYZE

OPTIMIZE

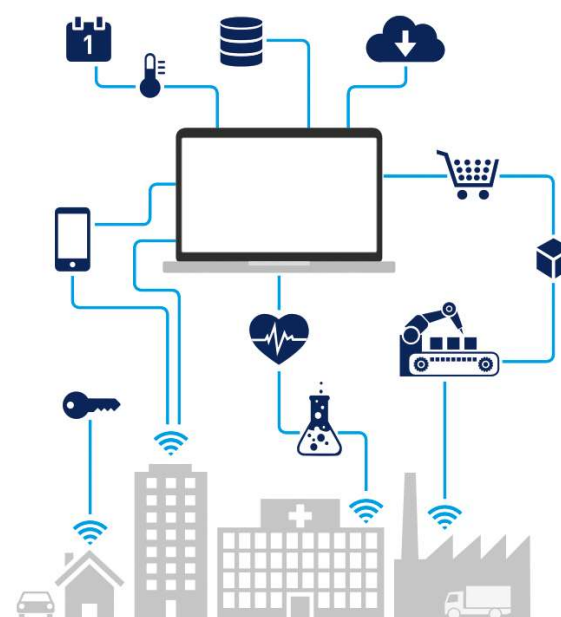
Today, everything is connected.



Monitoring beyond IT

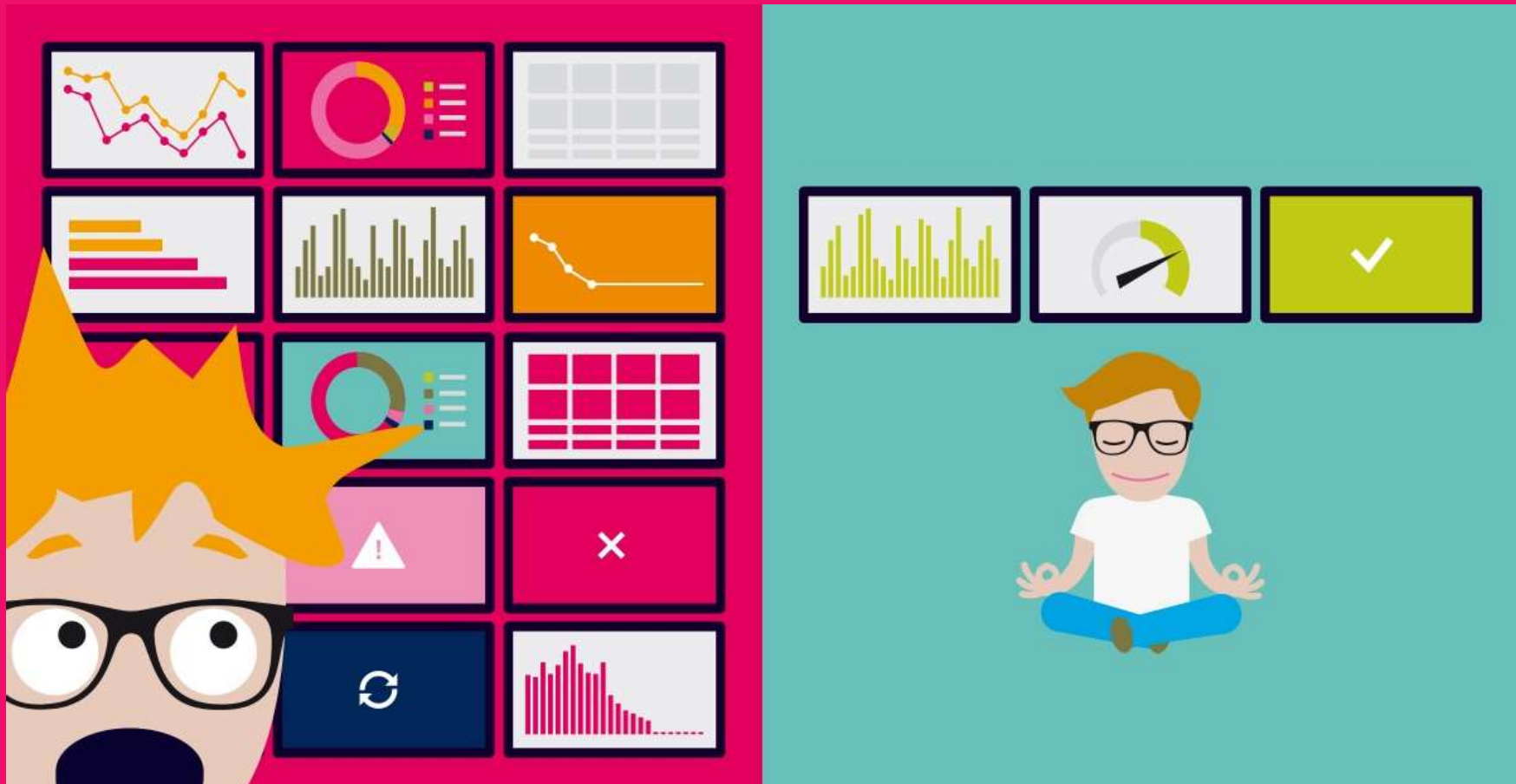


IT Infrastructure



IoT Infrastructure

You need to stay on top of it all.



Coming together is a beginning,
staying together is a progress, and
working together is success.

Henry Ford

So you see, you can't do
everything alone.

Rosemary Clooney

Technology partnerships

Participating in established Technology Partner Programs, Paessler assures up-to-date support for leading technology products.



Paessler's technology alliance program

- Launched in August 2017
- Focus on customer benefit:
100% Uptime
- Solutions that complement
PRTG and vice versa



Uptime alliance partners

MARTELLO



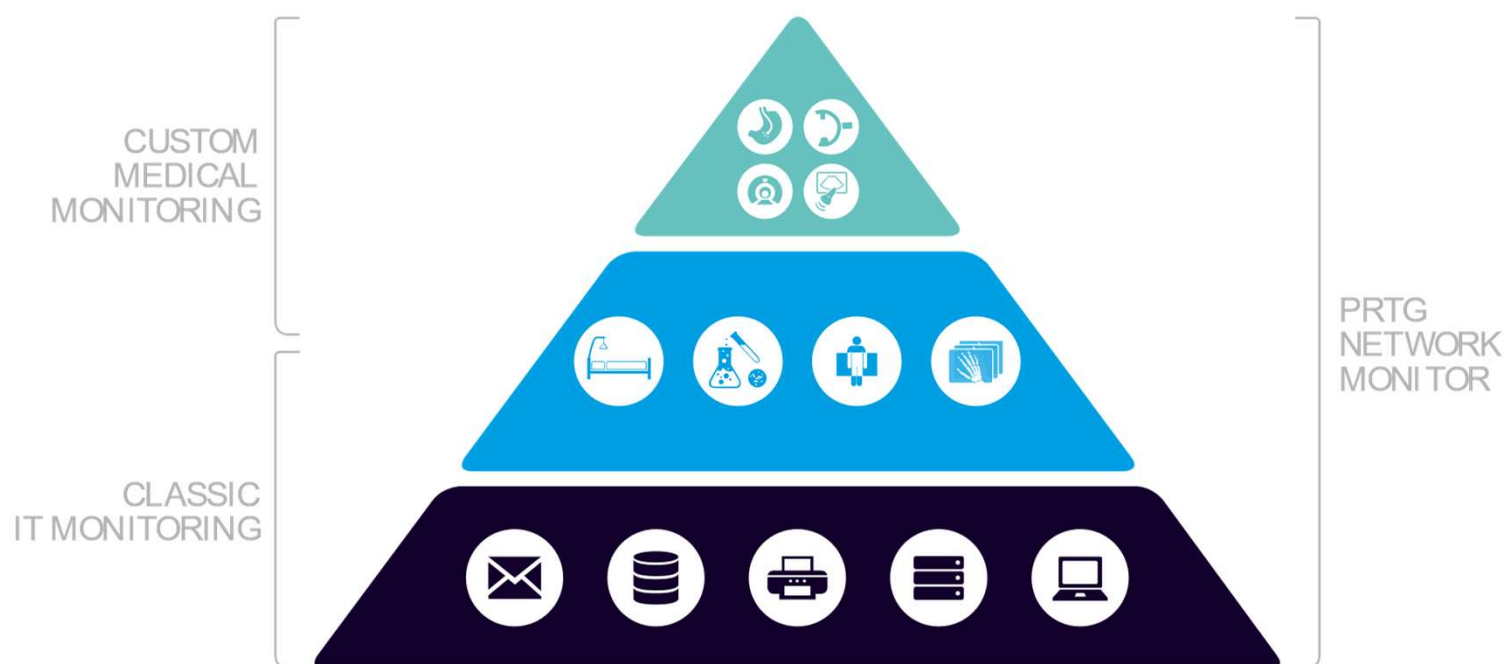
SONICWALL



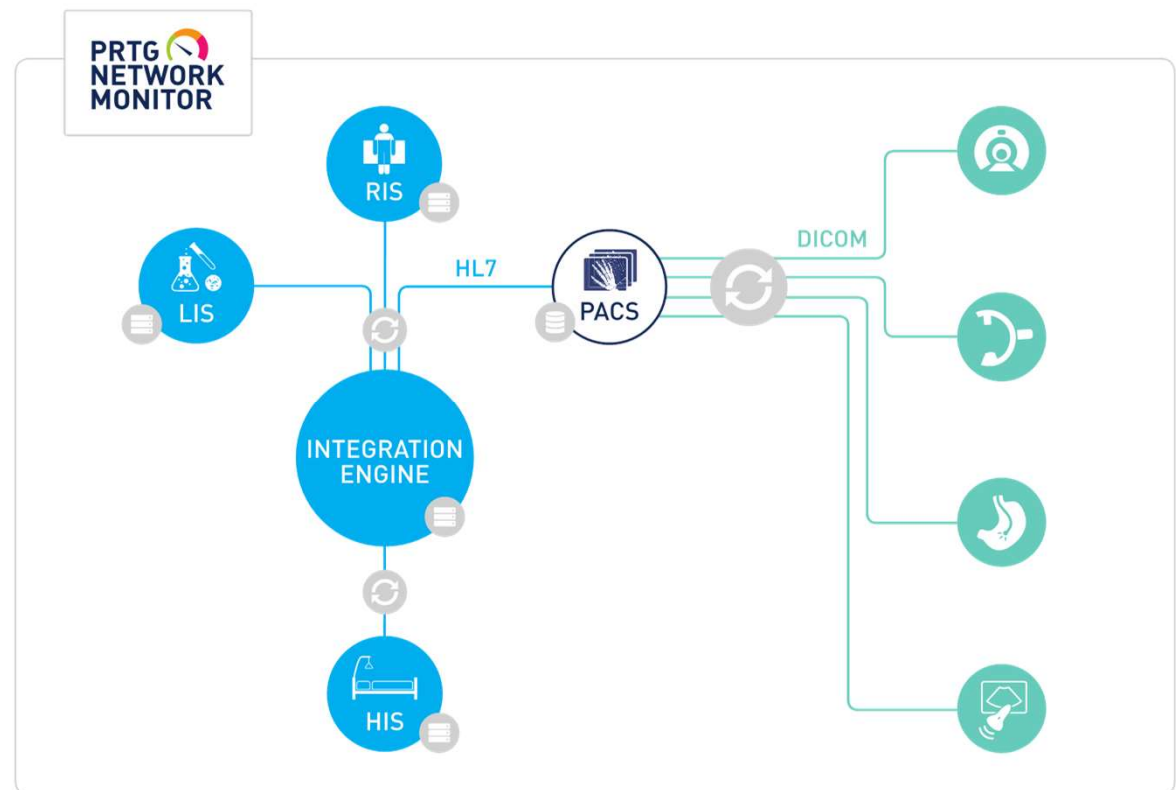
Plixer

Merging two worlds: classic IT & healthcare IT

The modern healthcare monitoring pyramid



PRTG integrates & monitors IT healthcare infrastructure



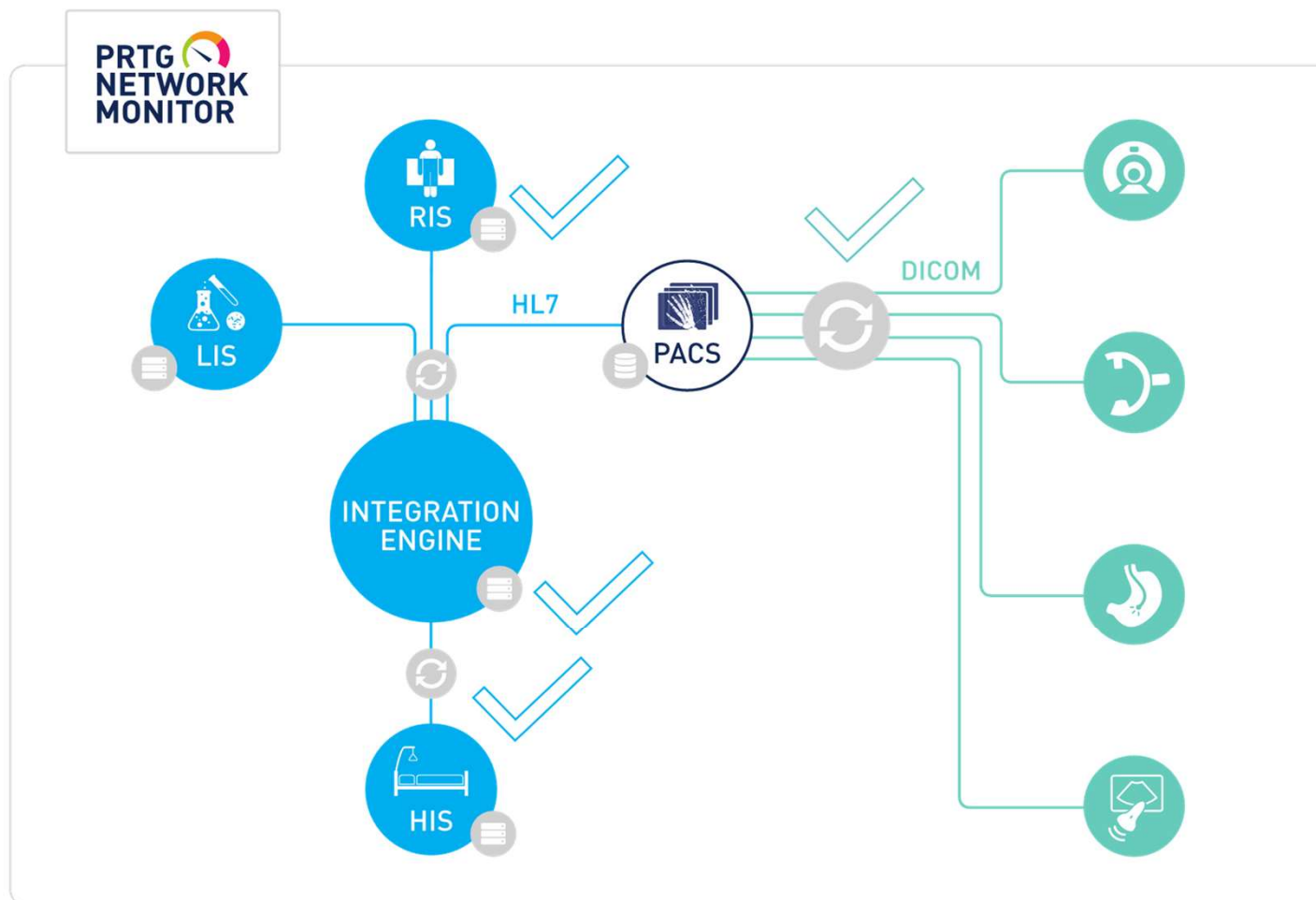


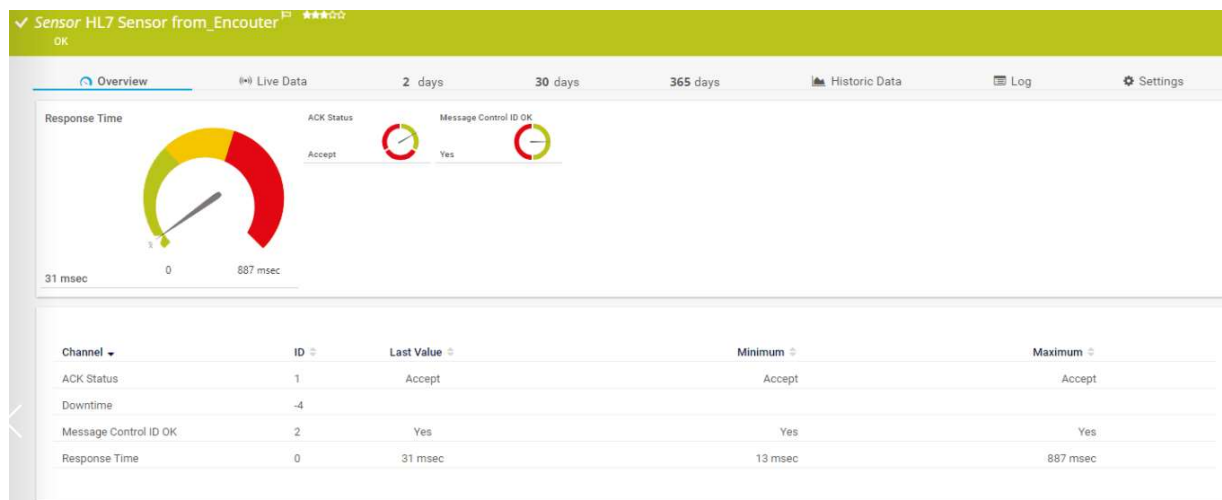
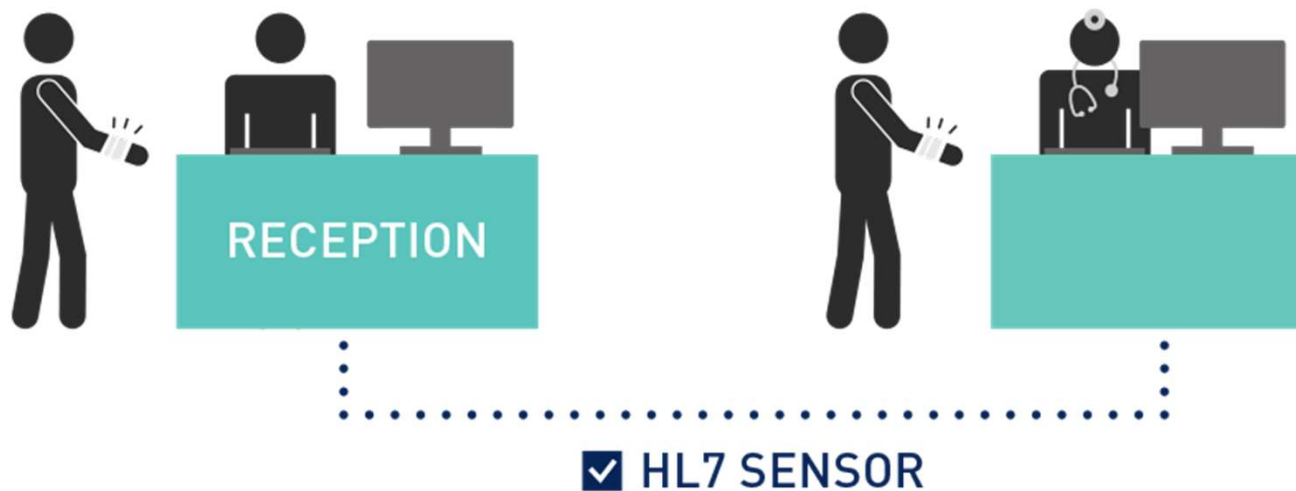
Application
Monitoring

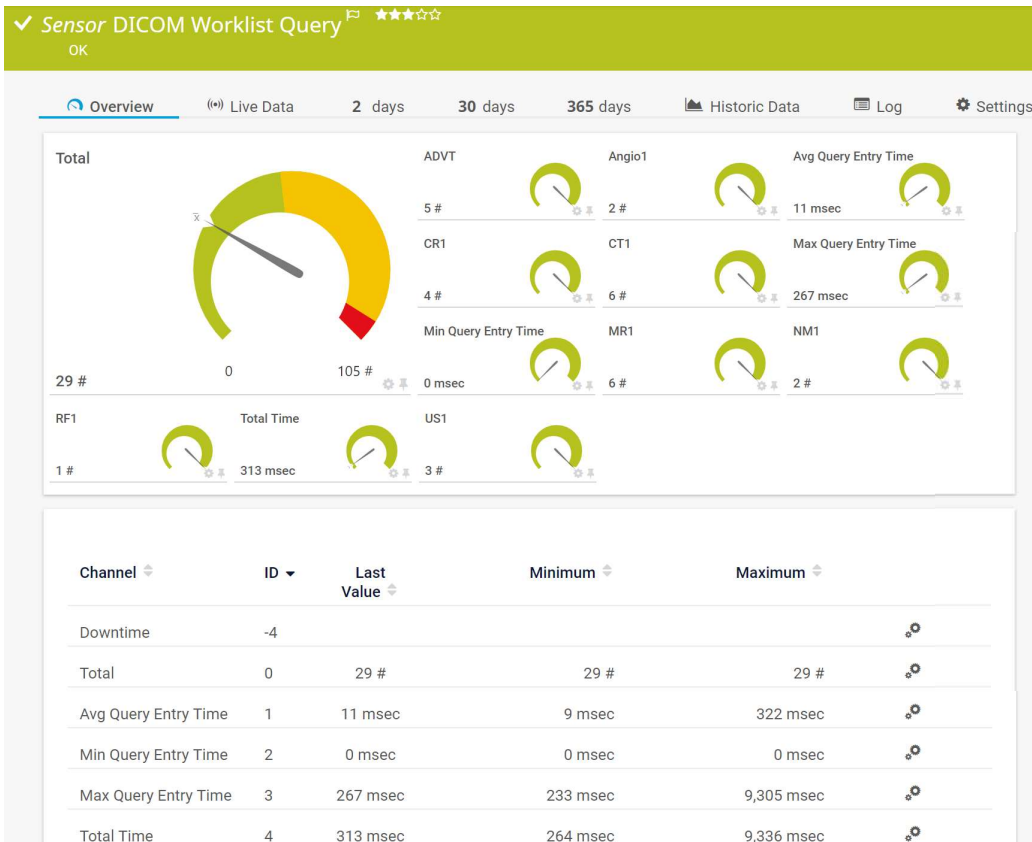
System
Monitoring

Infrastructure
Monitoring

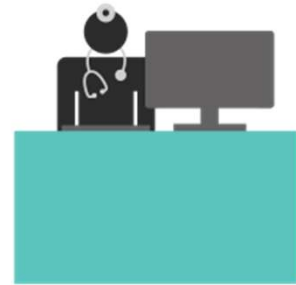
Monitoring your healthcare workflows







PACS

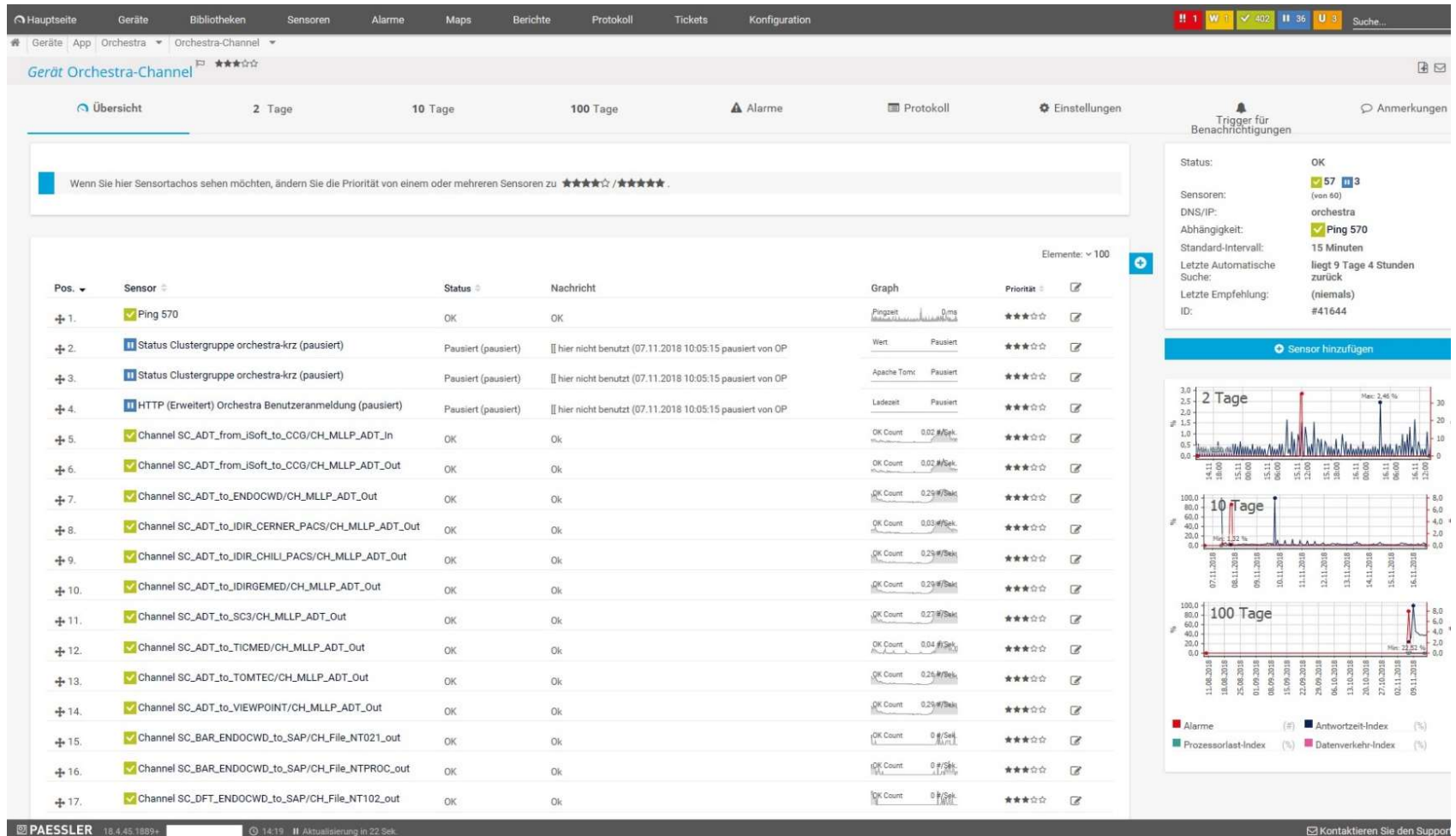


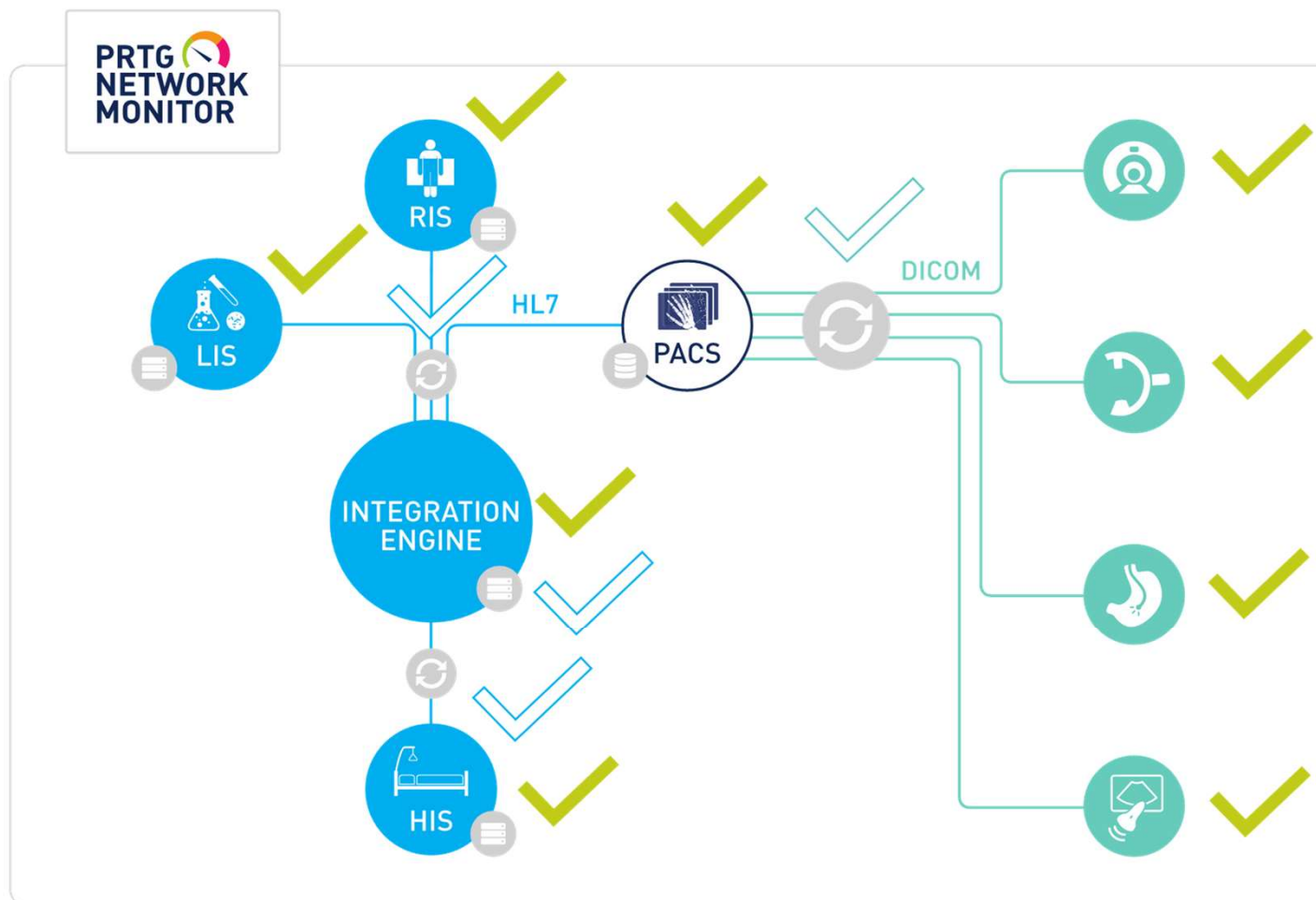
✓ **DICOM C-FIND**

Monitor integration engine

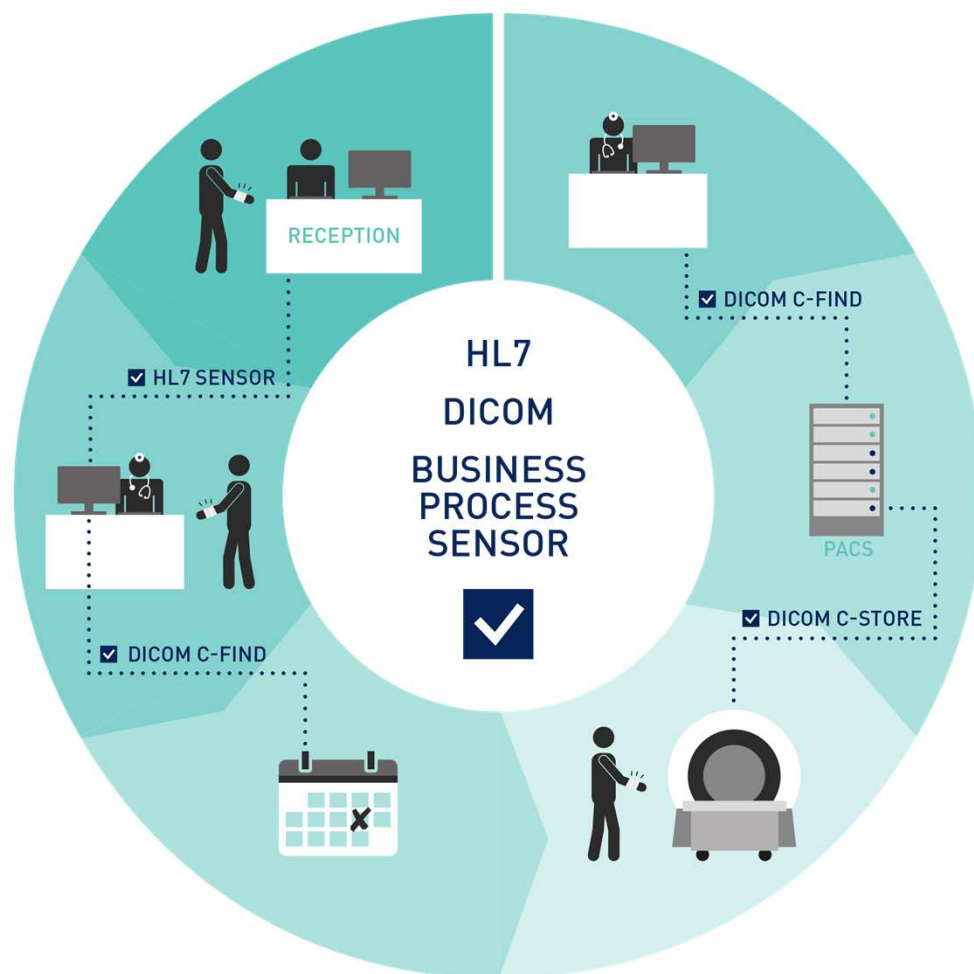
Nextgen Health Connect
Interfaceware Iguana
Soffico Orchestra
....







PRTG connects patient and provider



24/7 KRANKENHAUS

Überwachung von kritischen Systemen und medizintechnischen Gerät: PRTG für eine gesunde IT im Krankenhaus

Große Teile der Infrastruktur im Krankenhaus können nicht der klassischen IT zugeordnet werden, sind aber sehr wichtig für den Betrieb:

- bildgebende Systeme (CT, MRT etc.)
- Kühlung für Blutkonserven, Medizin etc.
- (Not)Stromaggregate
- Gebäudetechnik / Gebäudezukunft
- Lichtanlagen für die Patienten
- medizintechnisches Gerät (OP-Türme etc.)

Offizielle Fallstudien:
Schüchtermann Kliniken
Musgrove Park Hospital
Wilshire Oncology Medical Group
Haight Ashbury Free Clinics
Sysmex

Branchenfokus:
Netzwerk-Monitoring für eine gesunde Krankenhaus-IT



Medizintechnik



DICOM-Kommunikation

dicomserver.co.uk: DICOM C-ECR
Equip Respon: 104 msec

dicomserver.co.uk: Syntax
CT Image Sto Accept

dicomserver.co.uk: DICOM Quer
7888

HL7-Kommunikation

Mirth CommServer: HL7 Sensor from_Encouter
Response Tin: 31 msec

soffico Orchestra: HL7 ORM Worklist Add Entry
Response Tin: 31 msec

soffico Orchestra: HL7 ORM Worklist Delete Entry
Response Tin: 105 msec

DICOM Worklist

Channel	Last Value
ADVT	5 #
Angio1	2 #
Avg Query Entry Time	10 msec
CR1	4 #
CT1	6 #

OP-Turm I	✓
OP-Turm II	W
OP-Turm III	✓
OP-Turm IV	✓
Schockraum I	✓
Schockraum II	✓
Röntgen I (CT)	✓
Röntgen II (MRT)	✓



Gebäudetechnik

Temperatur Kühlung Blutkonserven / letzte 10 Std.

Temperature: ✓



Vorlauftemperatur Notstromdiesel



Lichttrufanlage

System Uptime
OK
Ping Time: 2 msec

Zugangskontrolle

System Uptime
OK
Ping Time: 1 msec



IT-Infrastruktur



✓
Website Up
OK

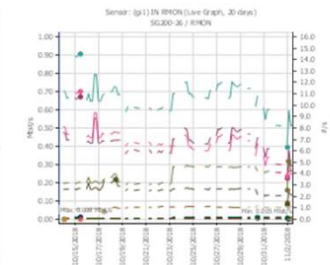
✓
ERP Up
OK

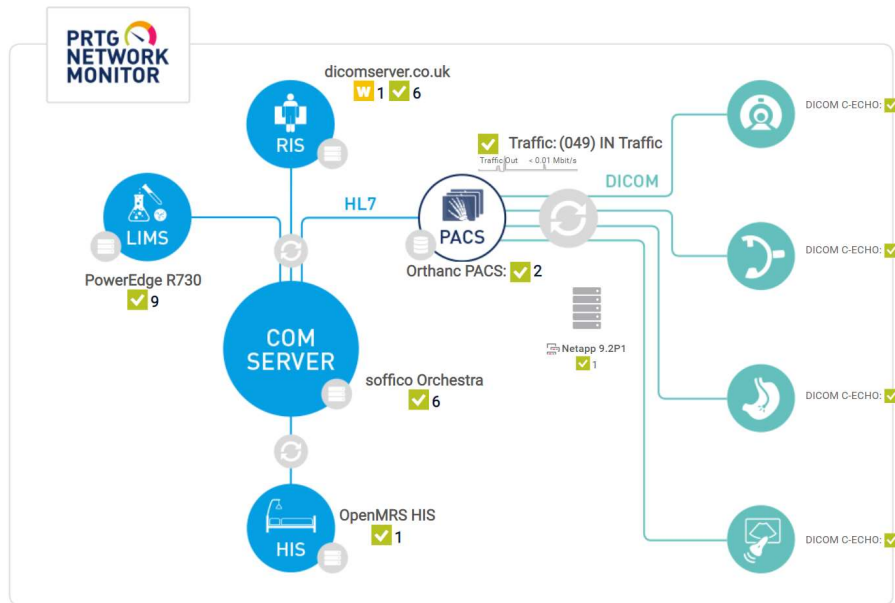
✓
Shop Up
OK

✓
E-Mail Up
OK

DOWN Sensors (Branch Office (Remote Pro

Sensor	Status	Last Value	Graph
Memory	Down	12 %	Percent Available: 12 %

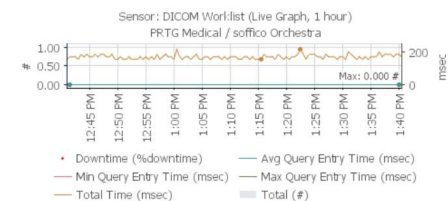
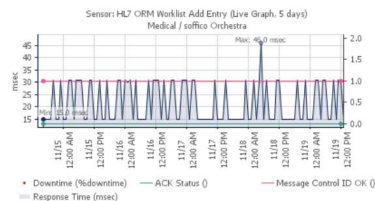
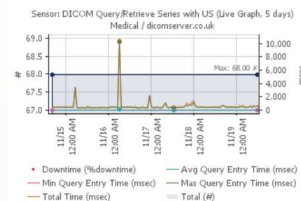
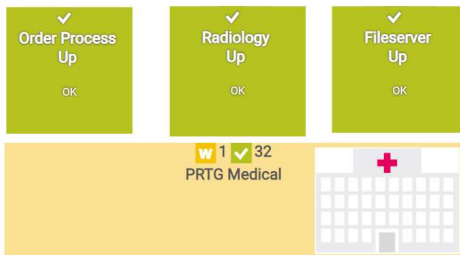
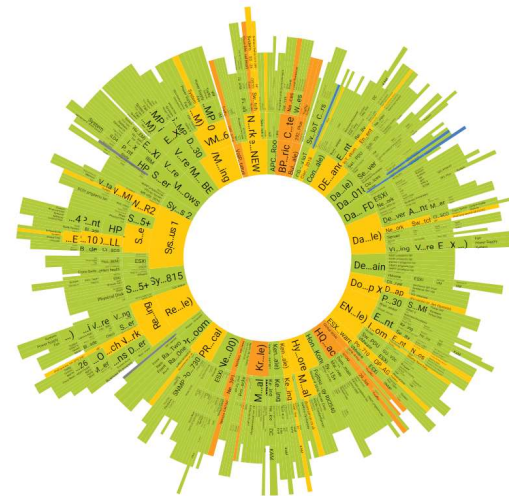




24/7



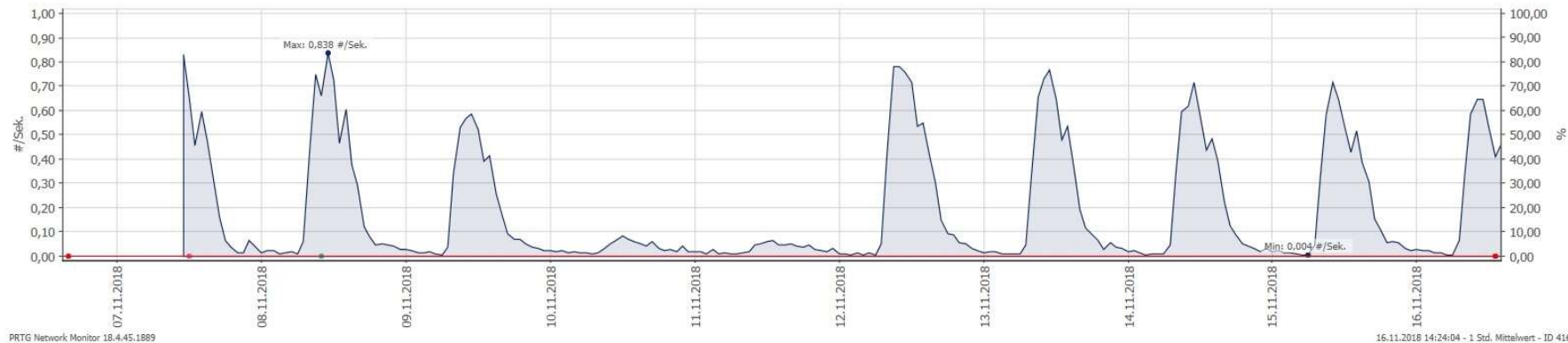
Branch Office (Remote Probe) (6)
2.146.75.212
W 18 B 63 U 16 U 16 T 3



✓ Sensor Channel SC_ADT_to_IDIR PACS/CH_MLLP_ADT_Out ★★☆☆☆
Ok

Übersicht Livedaten 2 Tage 10 Tage 100 Tage Historische Daten Protokoll Einstellungen Trigger für Benachrichtigungen

Letzte Abfrage: 12 Min. 6 Sek. ID: #41659
 Letztes OK: 12 Min. 6 Sek.
 Letzter Fehler: 26 Std. 57 Min.
 Verfügbarkeit: 99,8865%
 Ausfallzeit: 0,1135%
 Abdeckung: 100%
 Sensortyp: Programm/Skript (Erweitert)
 Abhängigkeit: Übergeordnetes Objekt
 Intervall: alle 15 Min.



☒ Ausfallzeit (%) ☒ OK Count (#/Sek.) ☒ Error Count (#/Sek.) ☒ AdapterState (%)

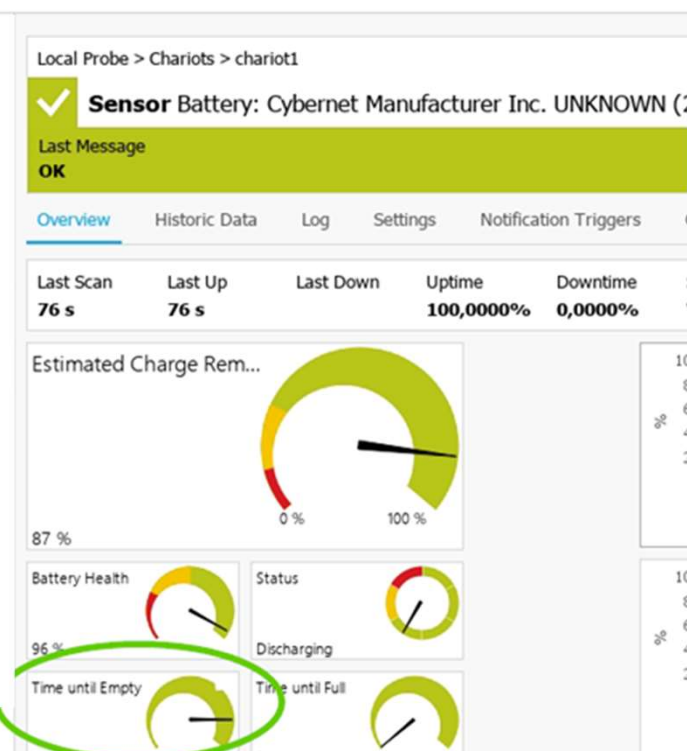
[Alles anzeigen](#) [Alles ausblenden](#)

Practical PRTG use case in healthcare



Channel ^	ID	Last Value	Minimum	Maximum
Battery Health	5	96 %	96 %	96 %
Downtime	-4			
Estimated Ch...	1	>99 %	>99 %	>99 %
Status	0	Unknown	Unknown	Undefined lo...
Time until E...	3	0 s	N/A	N/A
Time until Full	2	0 s	N/A	N/A
Voltage	4	17 V	17 V	17 V

Channel ^	ID	Last Value	Minimum	Maximum
Battery Health	5	96 %	96 %	96 %
Downtime	-4			
Estimated Ch...	1	>99 %	>99 %	100 %
Status	0	Discharging	Unknown	Discharging
Time until E...	3	5 h 8 m	5 h 8 m	5 h 8 m
Time until Full	2	0 s	N/A	N/A
Voltage	4	17 V	17 V	17 V



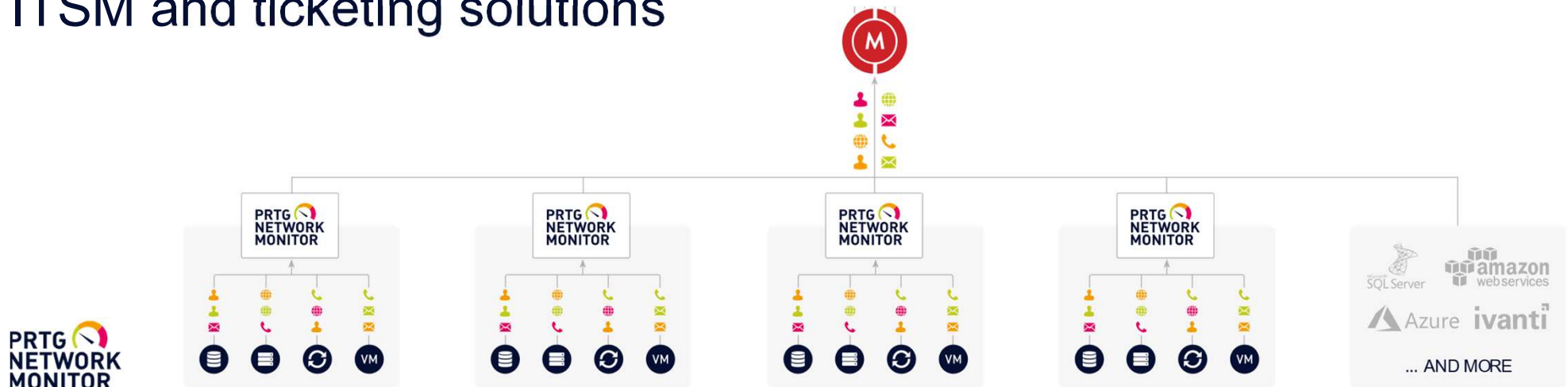
“With PRTG we have a single monitoring solution, which helps us detecting and solving problems in advance, even before our users notice it”

Stephan Teisel – Uniklinikum Jena

Alliance partnership with Martello

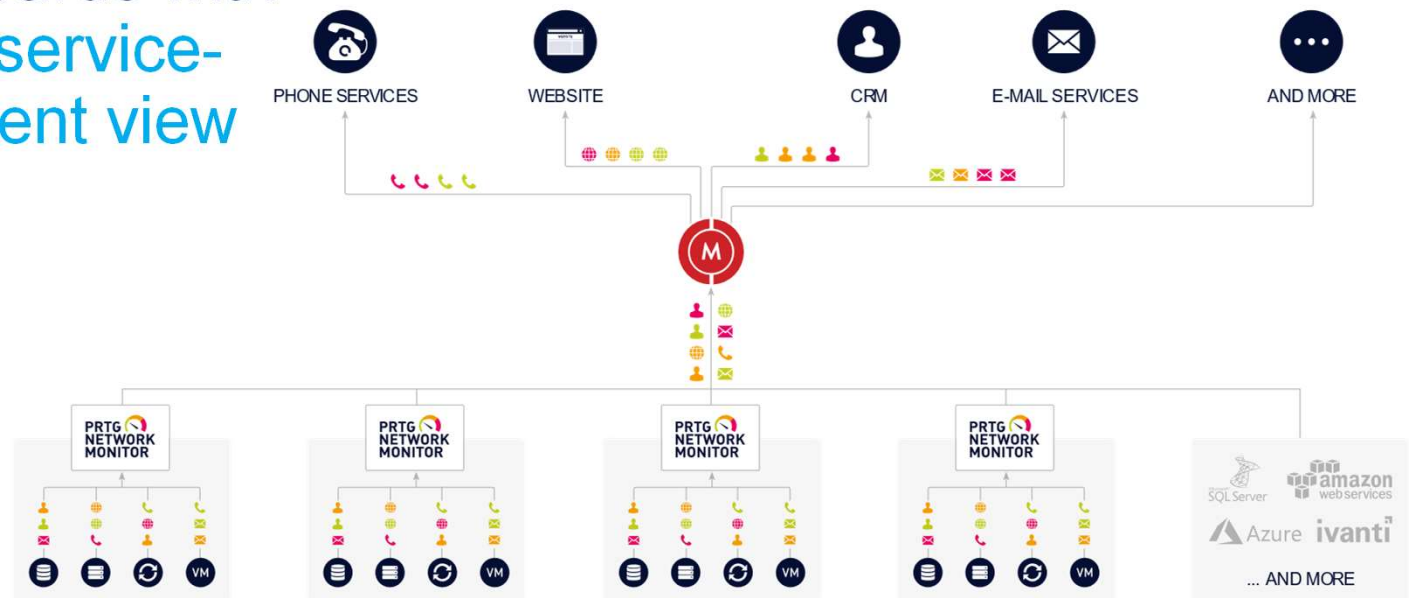
Martello iQ supports horizontal scaling by integrating multiple PRTG cores

Additional integration of other IT monitoring, virtualization, cloud, ITSM and ticketing solutions

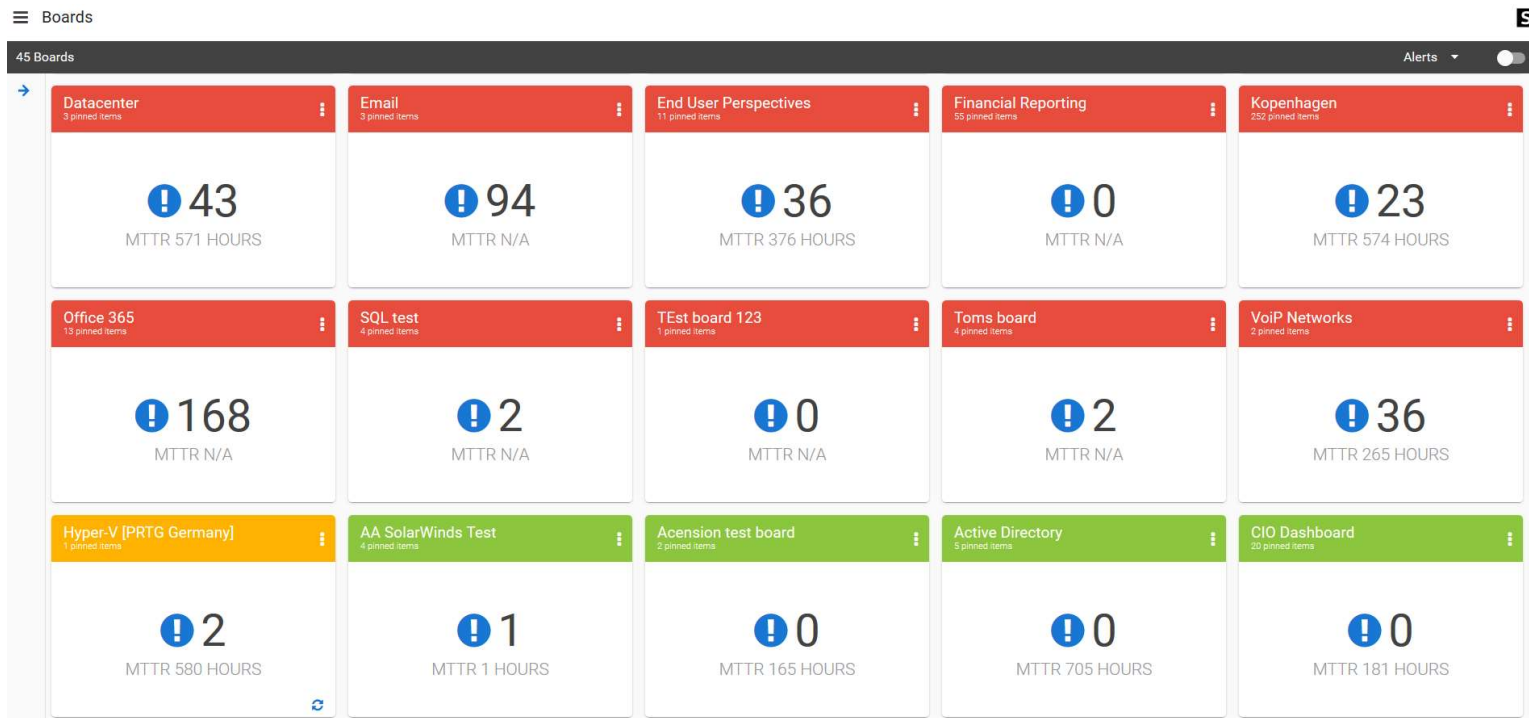


Martello iQ provides centralized dashboards

Centralized dashboards with
process-oriented / service-oriented management view



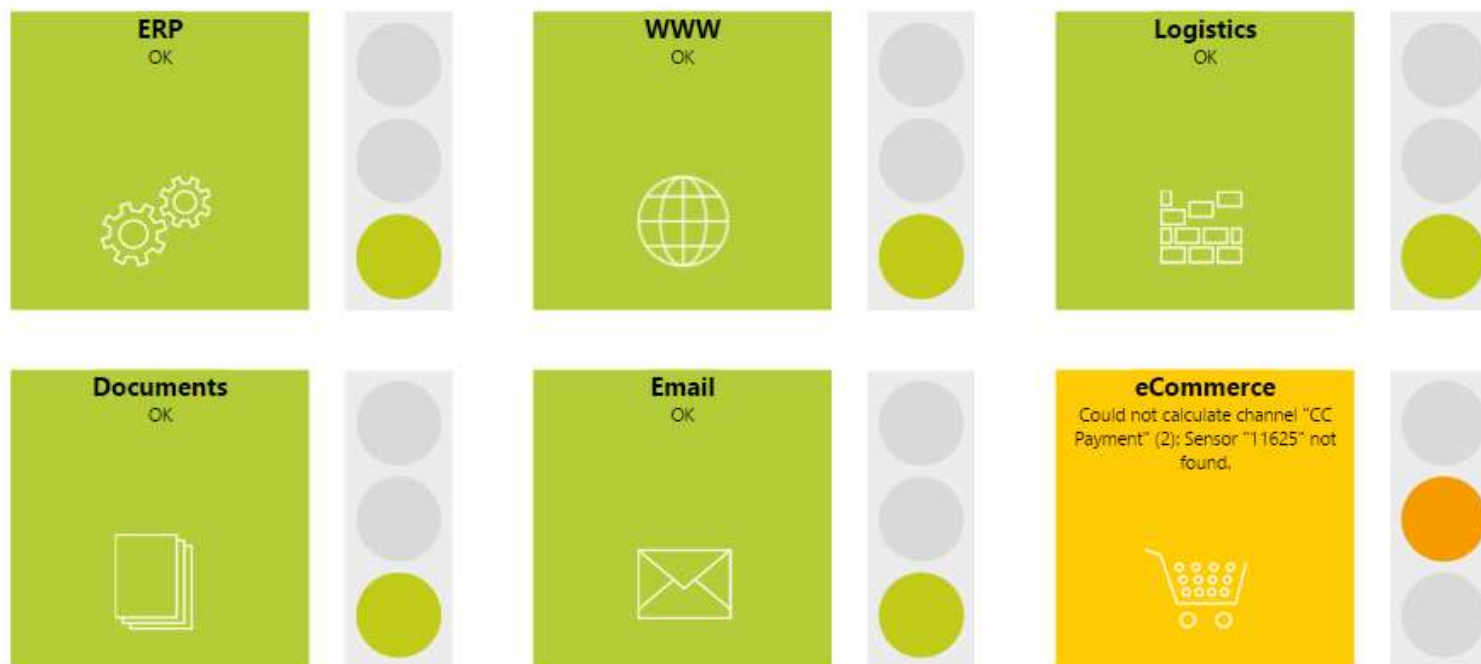
Martello iQ dashboard



Martello iQ – services overview

Services Overview 🔔 🔒							
13 Business Services 🔒							
Name	End-User	Application	Infrastructure	Supplier Services	Alerts	Incidents	Uptime
❌ VoIP Service	❌	✅	❌	🔒	27	1	0.00%
❌ Office Online	✅	❌	✅	🔒	200	9	0.01%
❌ Order Entry	✅	✅	❌	🔒	27	1	0.00%
❌ Juergens service	✅	✅	❌	🔒	12	3	62.65%
❌ Parimatch	✅	✅	❌	🔒	11	3	0.00%
⚠️ Active Directory 10	✅	⚠️	✅	🔒	4	0	99.98%
✅ Documentation and Training Service	✅	✅	✅	🔒	45	2	100.00%
✅ Bayview Manor	✅	✅	✅	🔒	0	17	99.99%
✅ Paladin Technologies	✅	✅	✅	🔒	0	2	100.00%
✅ Exchange 2016	✅	✅	✅	🔒	0	0	100.00%
✅ Office 365	✅	✅	✅	🔒	0	0	100.00%
✅ Exchange Online (O365)	?	✅	?	🔒	0	0	100.00%
🔒 Windows DNS	🔒	🔒	🔒	🔒	0	0	N/A

PRTG – management overview



We don't have customers. We have fans.

46% Yes,
Have already
recommended!



33%
Yes,
definitely!

17% Yes,
very likely

4% No / Don't know

Let PRTG simplify your day!

Questions?



Wilco Ravestein, Country Manager Benelux

Agenda

Klantcase: LUMC

Willem Bouwman

Partnercase: Paessler

Wilco Ravestein

Koffie

Klantcase: UMC Utrecht

Remco Veenendaal

Martello Solutions: Features & Roadmap

Justin Boerrigter

Lunch



10.50 uur
Koffiepauze



Agenda

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Partnercase: Paessler

Wilco Ravenstein

Koffie

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11.10 uur

Klantcase - Remco Veenendaal, UMC Utrecht

Sinds begin 2018 heeft UMC Utrecht de monitoring functie verder geprofessionaliseerd met het aanstellen van een Product Owner, Remco Veenendaal. Remco zal in deze presentatie uiteenzetten hoe zij borging van deze functie hebben ingeregeld, tegen welke vraagstukken zij aanlopen en hoe zij ervoor zorgen dat monitoring van toegevoegde waarde is en de rol van Martello hierin.



Monitoring @UMC Utrecht

Remco Veenendaal

21-11-2019

Agenda:

- Organisatie
- Situatie
- Inrichting
- Ervaringen

Connecting



11.268

MEDEWERKERS



1.042

BEDDEN



3.600

STUDENTEN



218

PROMOTIES



Situatie





UMC Utrecht

Waardeketen Monitoring

De dienst “Monitoring” biedt tijdelijke of permanente **monitoring** van een systeem (**keten**, **applicatie** of **component**) aan. Er kan capaciteit worden afgenomen om bewaking van een systeem te doen. Het **team** kan **gedelegeerd** worden om een monitoring/beheer tool te **bewaken**.

.....

Deze dienst is alleen binnen kantoortijden beschikbaar van **08:00 tot 17:30**.

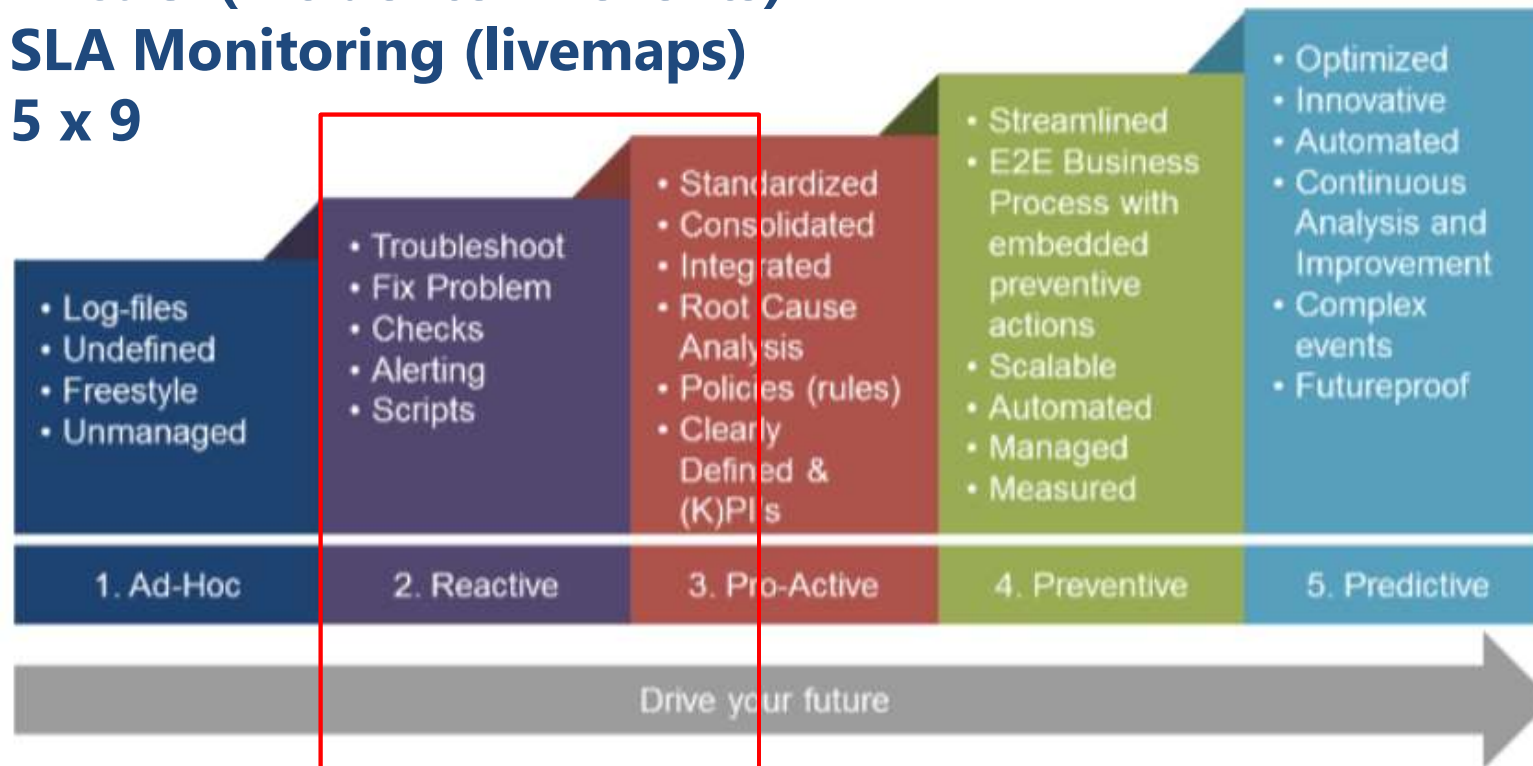
Verleden

- Clusterdienst beheer
- Hardware monitoring (SIM)
- SCOM alles aan

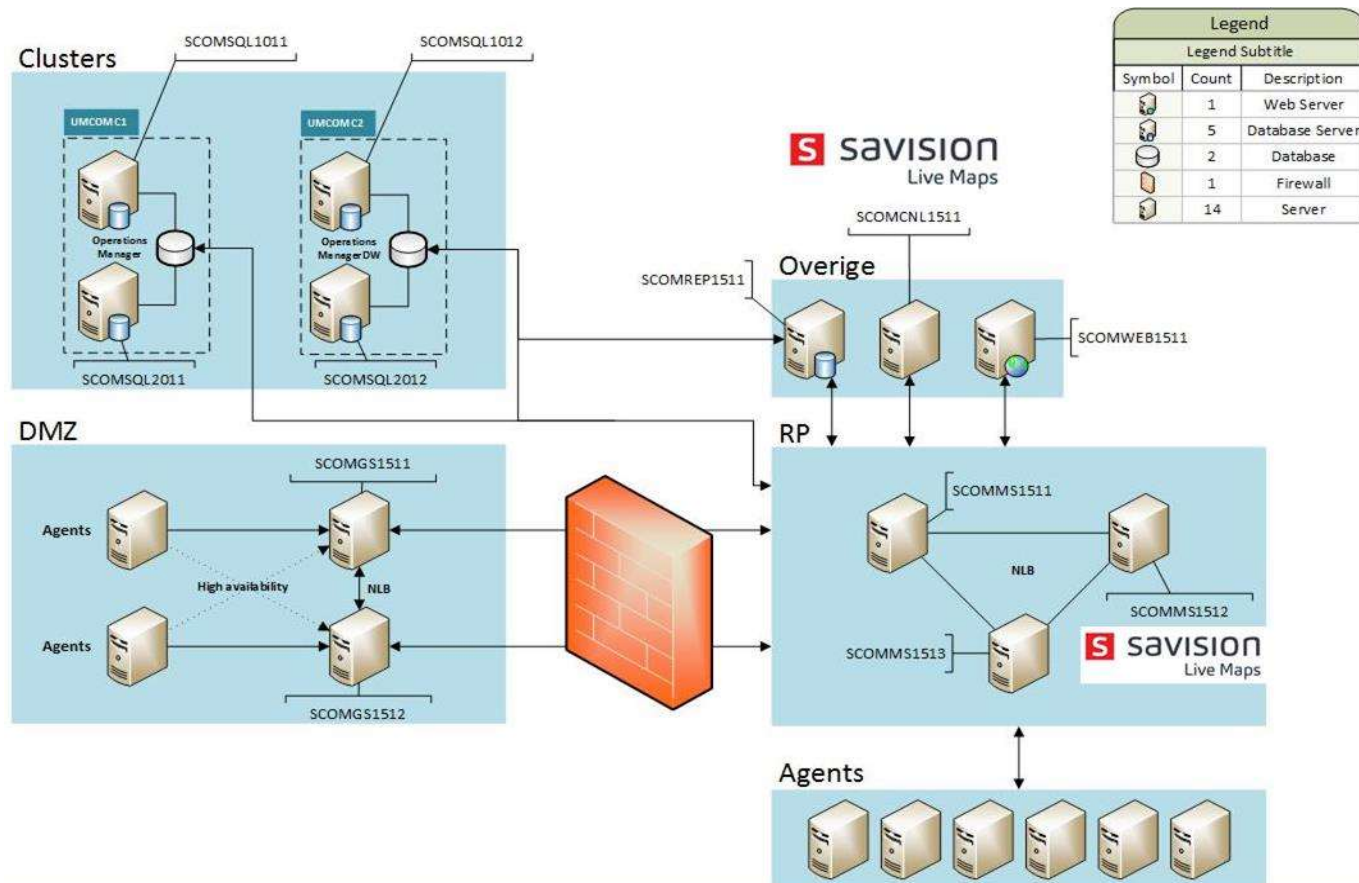


Heden

- Monitoring per silo/domein
- M & C (incidenten - events)
- SLA Monitoring (livemaps)
- 5 x 9

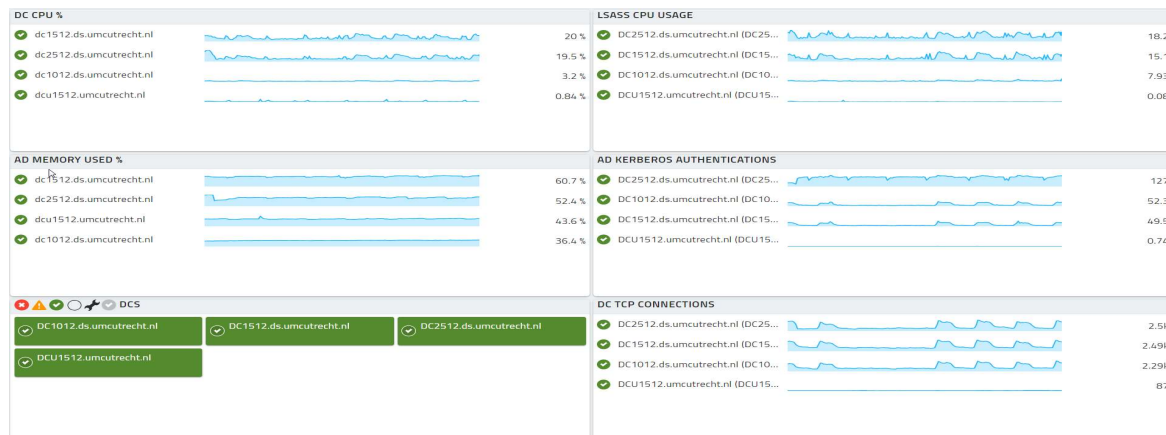


SCOM inrichting



Livemaps

			
 UMRA			
 Microsoft SCOM			
 Active Directory			
 Exchange 2010			
 GROS			
 SAPIENS			
 Timetell			



Toekomst



**Service / Proces
Monitoring**



**Root cause
analyse**



**Proces data
input**



Ervaringen

- Begin klein en maak het groter
- Rationalisatie/standaardisatie
- Inrichting management packs laten accepteren
- Alle meldingen zijn 'actionable'
- Monitoring onderdeel maken van projecten
- Aansluiting op ITSM tool
- Toon 'Value' aan



Remco Veenendaal
R.M.Veenendaal-2@umcutrecht.nl



Agenda

Klantcase: LUMC

Willem Bouwman

Partnercase: Paessler

Wilco Ravestein

Koffie

Klantcase: UMC Utrecht

Remco Veenendaal

Martello Solutions: Features & Roadmap

Justin Boerrigter

Lunch



11.45 uur

Features & Roadmap - Justin Boerrigter, Martello Technologies

Tijdens deze sessie praat Justin Boerrigter u bij over de ontwikkelingen rond Martello software en geeft hij een doorkijkje naar de toekomst.



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Company Information



10+ Years
Experience



Global Presence



20 Strategic Tech
partners



Market leader in ITOA
Dashboards



900+ Customers



2200 users

IT Maturity



Aware

Basic alert monitoring
Reactive to outages
Silo'ed technologies
Disorganized processes



Committed

Component monitoring
Number of outages
Domain heroes
Repetitive processes



Proactive

Transaction monitoring
Application uptime targets
Cross-platform generalists
Processes standardized



Service Aligned

Service-oriented
Monitored SLAs
Business context
Service-focused objectives



Business Partner

Business value targets
Strategic player
Continuous improvements
Driving innovation

Savision Dashboards & Service Monitoring

Savision Integrations

Key Features:

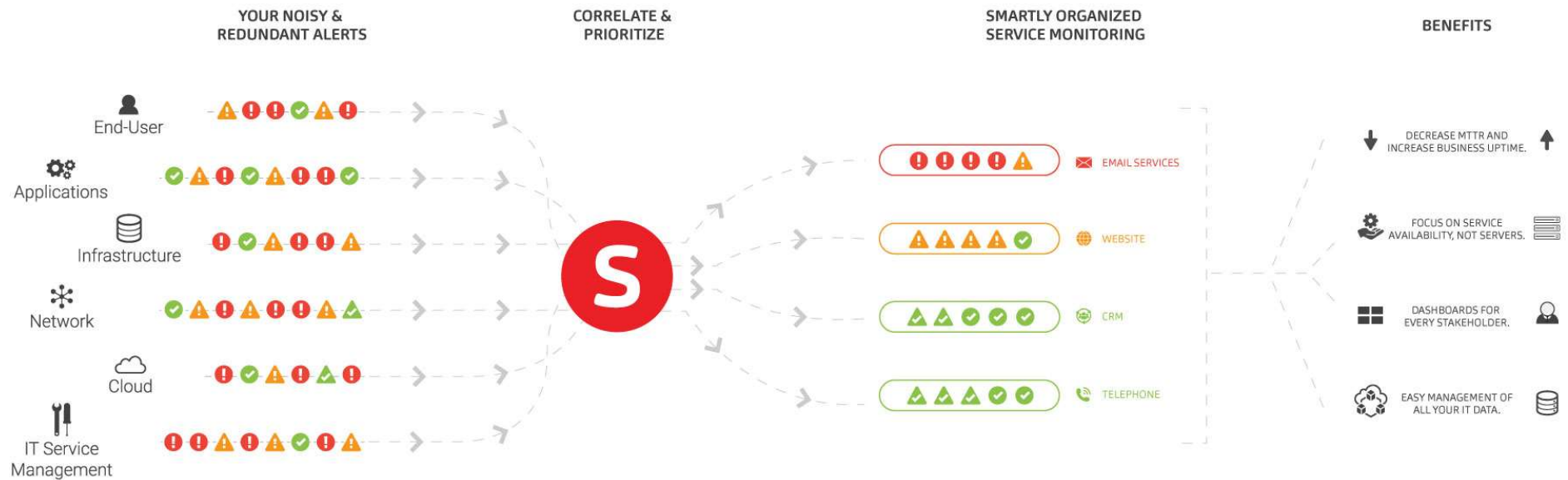
- Highly customizable dashboards for your IT tool
- Service-oriented monitoring
- Manage your IT alert noise

Key Features:

- Integrate with multiple IT management systems
- Automated Incident Workflows
- Scales to any organization size



Keep your IT Environment Under Control



Savision the key 4 Elements



Dashboarding



Service Monitoring



Automated Alert Management



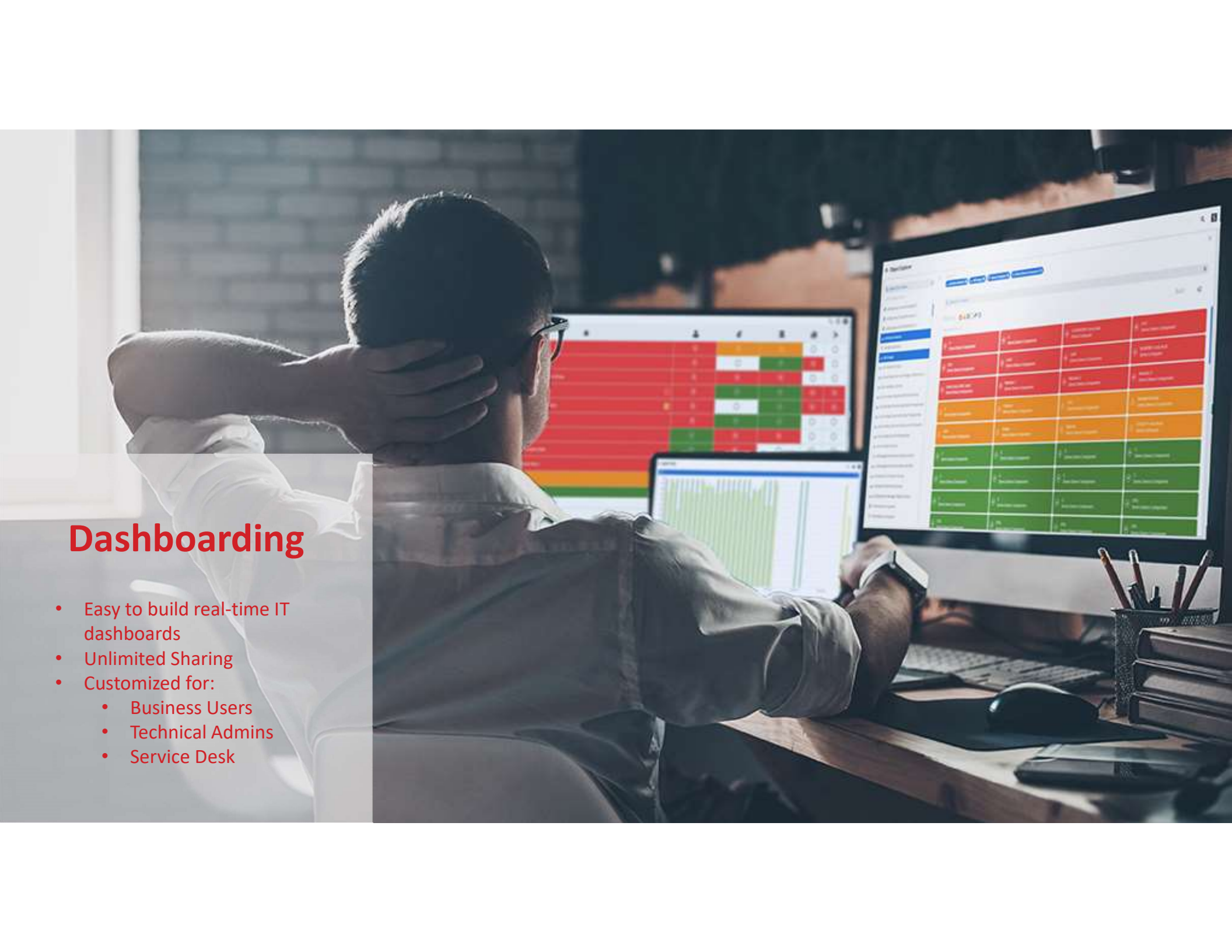
Unify



Microsoft Partner
Gold Application Development

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Martello Technologies





Dashboarding

- Easy to build real-time IT dashboards
- Unlimited Sharing
- Customized for:
 - Business Users
 - Technical Admins
 - Service Desk

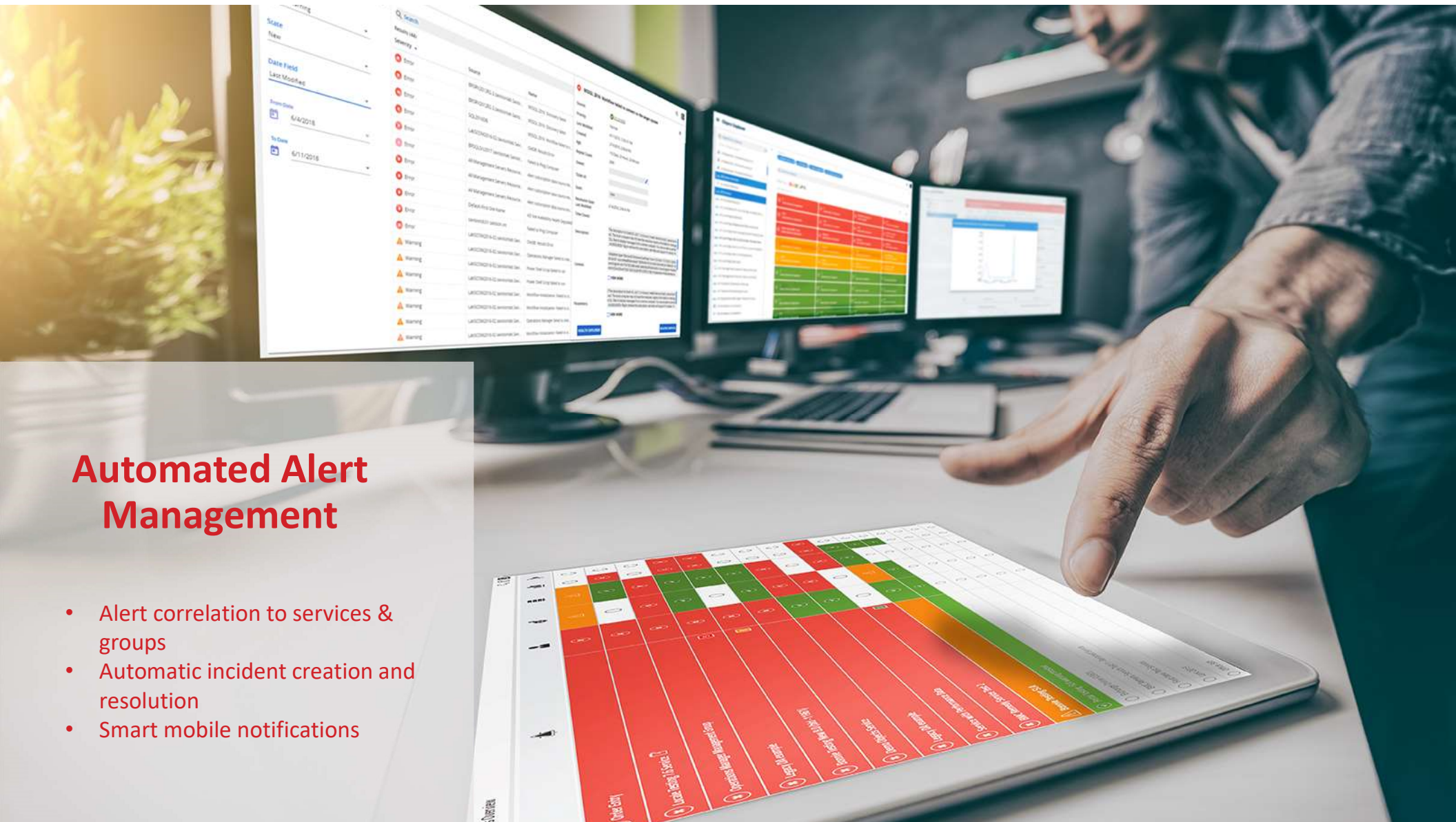
Service Monitoring

- End-to-End monitoring context
- Infra/App/End-User Perspectives
- SLA Reporting
- Dynamic Service maintenance
- O365/Exchange/Active Directory out of the box



Automated Alert Management

- Alert correlation to services & groups
- Automatic incident creation and resolution
- Smart mobile notifications

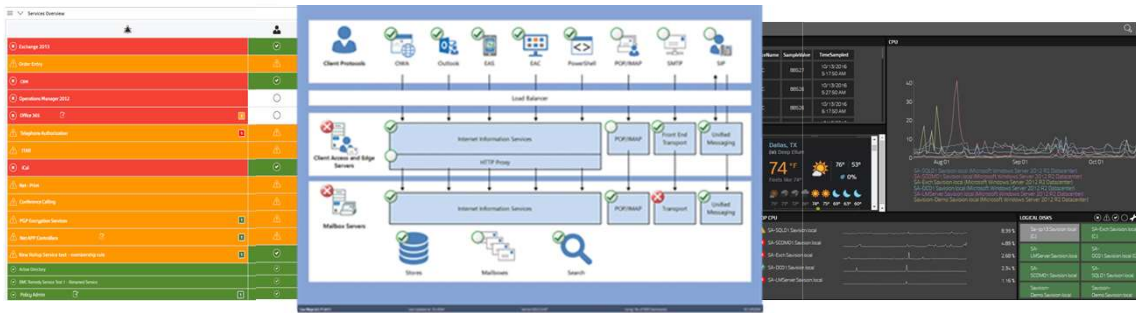


A photograph of three people in an office setting. In the foreground, a man with a beard and glasses, wearing a blue button-down shirt, is seated at a table and looking towards the right. Behind him, another man with a beard and a brown jacket is also looking in the same direction. In the background, a woman is partially visible, looking towards the camera. The office has a modern feel with glass partitions and various papers or charts on the wall.

Unify

- Integrations for
 - Monitoring
 - Public cloud
 - ITSM
- PowerShell, or SQL to access other data
- Single-Pane-of-Glass for your IT Environment

Dashboard Examples



1) Monitor services

2) Spot application issues

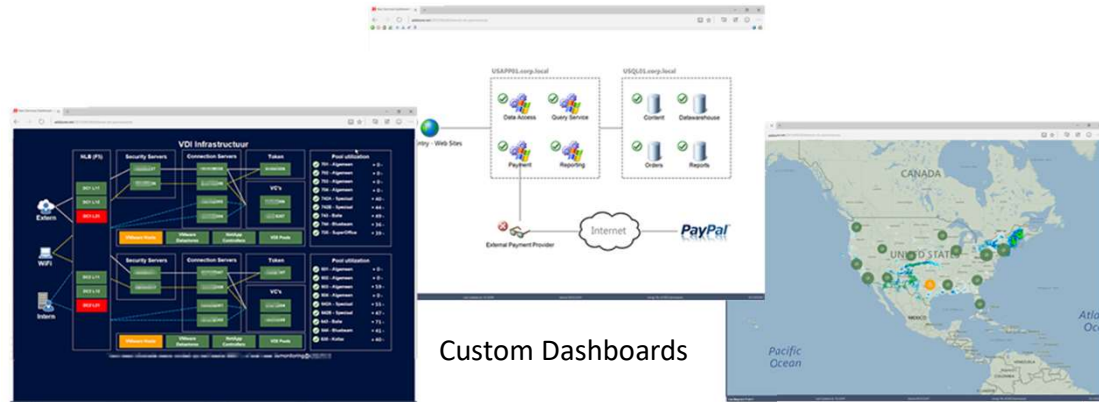
3) Analyze performance



Dashboard for your NOC



CIO Dashboard



Custom Dashboards

How Savision works for you



- Able to create service impact real-time Dashboards
- Give stake holders Dashboards
- Give teams actionable dashboards
- Reduce the tickets going to the helpdesk
- Be ahead of any outage

On-Premise

Centralized Data Layer

Integrations



servicenow



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Agenda

Klantcase: LUMC

Willem Bouwman

Partnercase: Paessler

Wilco Ravenstein

Koffie

Klantcase: UMC Utrecht

Remco Veenendaal

Martello Solutions: Features & Roadmap

Justin Boerrigter

Lunch

12.20 uur
Lunch en Netwerken



13.15 uur
Afsluiting

Bedankt voor het bijwonen en tot de
volgende editie!