PRTG and Performance dashboards streamline SAMU management and work

PRTG Network Monitor is used by Central 24 Horas in IT Operations, Contact Centers and Logistics.

The world is constantly moving towards faster, simpler and always available information on mobile devices like phones and tablets. Today, for example, in many countries, people can even know how long their public transport like bus, subway or train will take. There are other sectors in which this type of information can be even more essential. This is the case with healthcare, where lives can be saved thanks to technology.

Responsible entities can optimize work with more efficient management and the issuance of data in real time, facilitating service to society. For example, being able to quickly dispatch the nearest available ambulance to the scene of an accident.

With this objective in mind, Central 24 Horas, a provider of Contact Centers solutions and ICT (Information and Communication Technologies), developed indicators performance dashboards/panels (PIP) employing PRTG Network Monitor software from the German company Paessler AG since June 2015. PRTG is used by Central 24 Horas within their IT Operations, contact centers and logistics facilities. The company uses around 500 PRTG sensors but its main application is at SAMU - Emergency Ambulance Service in Rio de Janeiro, Brazil.

PRTG is used to collect information from the Medical Regulation System (ReM) and generates alerts and notifications on the main management of SAMU indicators in the capital of Rio de Janeiro, whose responsibility is the Secretary of Civil Defense, through the Military Fire Brigade of the State of Rio de Janeiro (CBMERJ). Those indicators are obtained and managed in real time by PRTG and made accessible in a mobile application anytime and anywhere.

Several indicators are monitored: Control of the ambulance fleet, both by type (basic, intermediate or advanced) and operational status (operating or not); control of availability of stretchers (when there is no bed for the patient in the hospital the patient stays in the ambulance until one is available).

PRTG and Indicator Panels Performance (PIP) streamlines SAMU management and work in Rio de Janeiro for other services; disinfection control of ambulances, scheduled or extraordinary; control of events in risk areas

PRTG NETWORK MONITOR

(places with dangerous access); and control of events with many victims, when a special process is needed for care in more than one hospital.

The software helps in accessing and speeding up information. The manager can have real-time information on SAMU management and the whole operation. "Before I need to check reports daily and consult the system itself, a complicated task if you were out of the unit. Now, with a mobile application, the manager consults information, wherever and whenever you want. Issuing daily reports is not needed," says Gustavo Albuquerque, Solutions Engineer at Central 24 Hours. The model is applicable, with some changes, in other SAMU units, throughout Brazil.
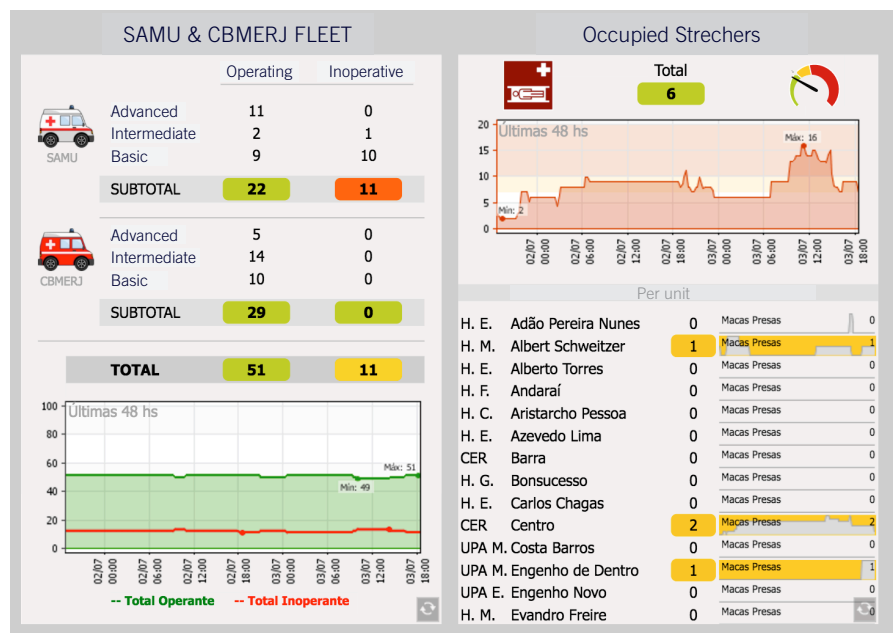
Central 24 Horas next steps in SAMU, already underway, is to measure the benefits of PRTG in monitoring the emergency ambulance service. There are two steps, first is the incorporation of process automation. For example, in the event of a multi car accident, the company will use the geolocation of ambulances, hospitals and the accident site, so that PRTG can communicate with the people involved through messages. These messages are sent to EMT inside the ambulance, so they know about the care needed. The second is the development of a specific app (for iOS and Android), along with customizing the tool and incorporating panels (PRTG dashboards) from PRTG to the application, which will allow the company to view information quickly. This customization will bring greater operational security and the app will only be available to specific Central 24 hours customers.

And the company knows that it has the support from Paessler in this current phase. They already needed to reach out to tech support for some very advanced issues and had an excellent experience. "In less than 24 hours, they answered me by email, this is only due to the time zone difference. Support provided a very clear explanation to go along with a fantastic knowledge base. Their support is above average, they are very helpful and very technical." reports Albuquerque.

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We are Paessler

In 1997 Paessler revolutionized IT monitoring with the introduction of PRTG Network Monitor. Today over 200,000 IT administrators, in more than 170 countries, rely on PRTG to monitor their business-critical systems, devices and network infrastructures. PRTG monitors the entire IT infrastructure 24/7 and helps IT professionals to seamlessly solve problems before they impact users. Our mission is to empower technical teams to manage their infrastructure, ensuring maximum productivity. We build lasting partnerships and integrative, holistic solutions to achieve this. Thinking beyond IT networks, Paessler is actively developing solutions to support digital transformation strategies and the Internet of Things.

Previously, Central 24 Horas worked with Nagios software that requires more maintenance. For Albuquerque, the move to PRTG was positive, as everyone can use it because it is a very intuitive. Other positive points, in their view are flexibility, easier interface and customization. Besides he highlights platform stability as the strongest element of the software. "I recommend anyone to use PRTG. I learned of PRTG through a teammate in 2011, who had already worked with the tool and I liked it so much, I brought it to Central 24 Horas. People change jobs, but they don't change systems", concludes Albuquerque.
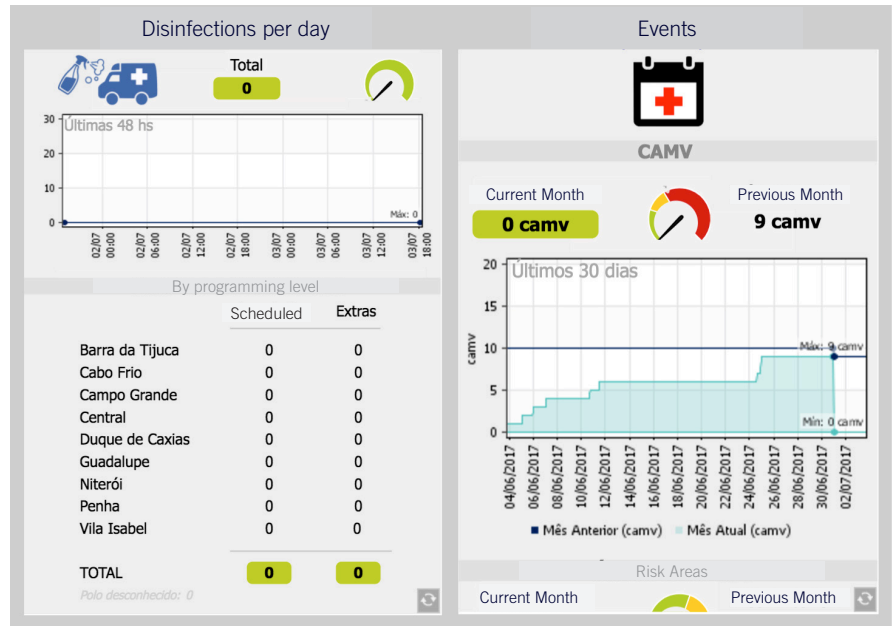
About Central 24 Hours

To meet critical factors such as speed, flexibility, integration capacity and innovation, Central 24 Horas has been operating in the Brazilian market since 1996, a portfolio with the best in Contact Centers and ICT solutions in the country. It has a multidisciplinary team that brings together experience in several areas and the provision of equipment, solutions and services of the main global technology players. It also works in Special Projects of Monitoring using integrated front-end platform to Paessler tools. Central 24 Horas operates an internal Contact Center and manages a complete IT Park, integrating sites, servers, connectivity, integrated communications, working 24x7x365. For more information please access: central24horas.com.br