

# UNITED FAMILY HEALTHCARE ACHIEVES NETWORK VISIBILITY WITH “3N”

## ABOUT UNITED FAMILY HEALTHCARE

**United Family Healthcare (UFH) is a pioneering, international-standard health system that provides comprehensive, integrated healthcare in China. Since 1997, UFH has led the way in private international healthcare. After almost two decades in operation, and with locations in Beijing, Shanghai, Guangzhou, Wuxi, Tianjin, Qingdao, and now Mongolia, UFH has established itself as the provider of choice for those seeking premium, personalized healthcare. In total, 14 satellite clinics and medical centers comprise UFH’s network of Joint Commission International (JCI) accredited facilities.**

Effectively managing UFH’s network is challenging. Beijing is the hub, connecting all other branches across the country. Although each branch has its own data backup, the main data is kept in the Beijing data center which unifies IT management for all branches. Therefore any network outage could bring enormous disruption and loss to UFH’s business operations.

“To make sure our network is running stable and safe is our top priority,” Kevin Liu, Director of Networking and Networking Security at UFH, said. “How to monitor those core nodes on our core network was our pain point till we implemented SolarWinds’ monitoring modules.”

### **The challenge: A lack of networking visibility brings hidden security risks**

Liu has been working at UFH for 5 years. He used to find it very frustrating that IT knew what networking products were implemented, but lacked visibility into all those products’ operation status. This lack of control was a huge hidden security risk for the network.

For example, Liu said, if a link is overloaded, it will be detected only when the speed might slow down. However, how could his team detect issues like this proactively? Could data help identify the problem? “With SolarWinds network monitoring module, we’re able to identify the problem in time and get it solved as soon as possible.” Liu said.

### **Solution: Using “3N”-NPM, NCM & NTA to achieve network visibility**

UFH has implemented SolarWinds’ three modules—Network Performance Monitor (NPM), Network Configuration Manager (NCM) and NetFlow Traffic Analyzer (NTA).

“The biggest benefit we’ve seen with SolarWinds products is that the network which used to seem ‘dark’ and invisible to us has become transparent and visible now. We used to only know our network was running, but we didn’t have a clear picture of network traffic, which port is up or which port is down etc.” Liu said. “SolarWinds provides a powerful platform moving our network from being invisible to visible. The improvements are self-explanatory. That is the reason we chose SolarWinds and keep using it.”



## NETWORK PERFORMANCE MONITOR (NPM)

***“We use NPM mainly because of the high degree of integration of SMS alerts, which helps us find performance issues like ports up/down in time.”***

NPM is an enterprise-class networking monitoring tool. UFH uses NPM to monitor network performance issues such as switch/router port up/down etc. Therefore once any issue arises, Liu’s team is able to detect, analyze and resolve it quickly.

One of great features Liu is most impressed with is SolarWinds NPM’s integration of SMS Alerts. Liu said his team used to respond relatively slowly to network events. Once an event happened, they needed to detect nodes one by one, which was time-consuming and created a lot of work. Meanwhile a chain reaction might occur. For example, Node A’s issue could have impacted Node B as well, making it difficult to identify the source of the real problem. With NPM’s alert feature, an SMS message is sent to Liu’s team and they can see the exact issue triggering the event and then take immediate action. “We’ve researched and compared similar alert management products. We do think SolarWinds NPM’s integration of SMS alerts is best-in-breed.” Liu said.

## NETWORK CONFIGURATION MANAGER (NCM)

***“We use NCM to execute a better switch network configuration and improve change management. In addition to notifying of configuration changes in time, NCM will periodically backup the initial configuration and the configuration in operation.”***

UFH implemented NCM to monitor the network configuration changes and speed up fault diagnosis in order to ensure the stability and performance of the network.

According to Liu, their switches have the initial configuration and the configuration in operation. NCM identifies specific configuration changes using a before and after, side-by-side analysis. It will notify the administrator if there is any configuration change by monitoring the switch configuration. Also, NCM automatically backs up the network equipment configuration and shows differences in device configurations at different points in time.

## NETFLOW TRAFFIC ANALYZER (NTA)

“NTA helps us to analyze the traffic on the link, including the analysis of the type of traffic and bandwidth.”

NTA is a network traffic analysis module which helps UFA to analyze the flow among different PCs, enabling Liu’s team to have a clearer view of the traffic as well as the bandwidth.

“Now UFH has established hospitals and clinics across the whole country,” Liu said. “The traffic between different branches is routed to SolarWinds first, and then SolarWinds uses

NTA to analyze the traffic on the link, including the details about the different traffic types and bandwidth distribution.”

Liu said UFH began to implement SolarWinds’s three monitoring modules more than two years ago. With UFH’s business expansion, more nodes have been added across the network. Having seen improvements in network management, Liu is planning to buy more licenses to support the business growth.

*“SolarWinds moves the network from **invisible** to **visible**; this is not only a change but also a revolution!”*

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SolarWinds provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with unexpected simplicity through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at [www.solarwinds.com](http://www.solarwinds.com).

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