



Misys Healthcare Systems

Healthcare Solutions Leader Turns to BMC to Accelerate Development, Improve Product Quality, and Speed and Strengthen Support

Geography

United States

Industry

Information Technology/Healthcare

Business Need

Empower the development and support teams responsible for industry-leading solutions for home healthcare agencies with technology for better and faster problem resolution throughout the product lifecycle

Solution

Misys turned to BMC Application Problem Resolution to speedily reveal the root causes of problems that previously proved difficult or impossible to replicate, analyze, and resolve.

Results

- > Quickly uncovered the root causes of two intermittent issues that had defied solution for three years, saving significant future time and resources
- > Improves initial quality by discovering troublesome combinations of elements that might not manifest as problems until applications are in production
- > Issues resolved faster because back-and-forth to reproduce errors is eliminated
- > "Impossible to find" operating system errors are made visible, even when Misys Homecare applications are not the source of the error
- > Helps Misys' sales team demonstrate thought leadership in the use of technology to improve application performance and customer service

Healthcare solutions leader, Misys® uses BMC Application Problem Resolution to accelerate delivery of superior quality software and show leadership in applying advanced technology to customer support.

IN HEALTHCARE SOLUTIONS, QUALITY IS KEY

For nearly 600 home health, private duty, and hospice agencies nationwide, the Misys Homecare™ software package provides total support for their clinical, business, and scheduling functions.

So if application problems arise, prompt resolution is all-important. There are no graceful, offline workarounds when every aspect of your healthcare operation is supported and coordinated by technology, so quality is key.

PROBLEMS THAT DEFY THE BEST INTENTIONS

Misys embraces the accountability that comes with its domain. For more than 25 years, the company has gained widespread trust and recognition for the rigor of its development and QA processes and the responsiveness of its customer support. This said, application problems will continue to plague enterprise solutions no matter how conscientious their development, testing, and support staff may be.

Most bedeviling are the intermittent problems that developers and customer support staff cannot "catch live" in the field, nor replicate in the lab because end-users do not perceive (and consequently cannot report) what initiated them.

So when Neal Reizer, Vice President of Product Development for the Homecare Business Unit of Misys Healthcare Systems, learned of BMC Application Problem Resolution, he was immediately intrigued. "To my knowledge," he says, "nothing else out there remotely approaches the functionality of the BMC solution for eliminating the need to recreate issues before resolving them. That saves our teams a lot of time and enables us to more effectively support our customers."

A BLACK BOX FLIGHT RECORDER FOR SOFTWARE

BMC Application Problem Resolution optimizes application development by auto-mating problem resolution — a process that consumes a significant percent of a development team's time during testing and application maintenance. The system can be used alongside automated testing tools in pre-production and for finding the root cause of issues that are escalated from the support organization.

Analogous to a black box flight recorder on an aircraft, the system's patented BMC Black Box software technology captures a synchronized, real-time log of user actions, system events, performance metrics, configuration data, and code execution when a problem occurs. By recording the problem when it occurs, the system eliminates the need to document and reproduce issues before resolving them, thereby providing a significant efficiency gain for development, testing, and support teams. For Misys, the benefits have been dramatic from day one.

RESOLVING INTRACTABLE ISSUES

Two of Misys Homecare's customers had reported two different, intermittently-recurring issues throughout the prior three years. "These were serious issues, and we took them seriously, but we were never able to replicate them in-house," reports Reizer. "It left us in the uncomfortable position of thinking: well, if we're lucky enough to catch the issues, we'll be able to address them."

"By the time we started using the BMC solution, one of these customers was able to reliably instigate its issue, but we still couldn't make it happen in-house. So we emailed them the BMC Black Box to run and quickly trapped the error. When our QA team analyzed the playback, they discovered user input they had never seen or imagined. They found the root cause of this three-year-old issue within the first hour, and provided a solution to it in one or two days. In my opinion, this issue would still be happening today if we weren't using BMC Application Problem Resolution"

PROVIDING PROOF BUILDS CONFIDENCE

BMC Application Problem Resolution has improved satisfaction for Misys customers and internal teams alike. "Customers never want to feel they're being blamed unfairly," says Reizer. "BMC lets us see what is actually happening at the user interface, versus users' impressions of what they are doing. This takes the emotion and subjectivity and finger-pointing out of the resolution process. And because we're working with real root causes instead of our best guesses, we build our customers' confidence. They appreciate the fact that we're not just saying 'try this and let's see what happens.'"

For example, one customer complained about the time it took to perform a particular task. "Much to our surprise, the Black Box we sent showed that the delays were caused by rekeying data from paper by the user — not by application performance," says Reizer. "As a result, we worked with the customer to implement an electronic interface from their hospital system into Misys Homecare. BMC Black Box provided clear evidence that rekeying data was causing the lower than hoped for productivity — not Misys Homecare."

These positive effects begin even before the sale, Reizer reports. "With larger prospects, we use the BMC system to show our thought leadership around the use of technology to satisfy customer needs more efficiently and effectively than our competitors, as well as our commitment to developing quality products."

POSITIVE DEVELOPMENTS

For Misys Healthcare's Homecare business unit, the success with using the BMC system for solving production problems suggested its use in development and testing as well — the way that their sister company, Misys Banking, has integrated the solution into their application lifecycle. Now, the testing team runs the BMC system to capture and identify elements that are not currently causing problems, but could pose a risk over time if not corrected, thus improving initial product quality and reducing the potential time development might be called upon later to resolve production issues — an activity that steals time away from their primary development task. They also request that any issue escalated from the support team include the BMC Black Box log file for analysis.

By integrating the BMC solution into Misys' processes, team members can offer their observations in a richer context. "Instead of writing an ordinary bug log, we capture actual application behavior in a BMC Black Box log. This means each entry is time-synchronized and correlated with everything else going on in the system," Reizer notes.

Seamless Support

Today, Misys Homecare ships BMC Black Box software as part of its standard installations to make the customer support experience even more seamless, compared with sending it via email or directing customers to an online portal for download.

"Problems can be caused by user actions that aren't necessarily wrong, but are things that we never expected or considered," says Reizer. "BMC Black Box can sit there in the background ready to catch problems when they arise. We obviously can't sit there all day and watch what the customer does. Luckily, BMC Application Problem Resolution can."

"To my knowledge nothing else out there remotely approaches the functionality of BMC Application Problem Resolution for eliminating the need to recreate issues before resolving them. That saves our teams a lot of time."

— Neal Reizer

Vice President of Product Development
Misys Healthcare Systems — Homecare

Key Products Used:

> BMC Application Problem Resolution

About Misys Healthcare Systems

Misys Healthcare Systems develops and supports reliable, easy-to-use software and services of exceptional quality that enable physicians and caregivers to more easily manage the complexities of healthcare. For more information, visit www.misyshealthcare.com.

About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

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