

## Case Study: Planned Parenthood Los Angeles (PPLA)

### Highlight

Network and Application Performance

### Background

Planned Parenthood Los Angeles (PPLA) is a non-profit reproductive healthcare service provider with 16 clinics across Los Angeles County. PPLA moved its' headquarters, implementing a new datacenter, wide area network, technical infrastructure, processing and medical management solutions.

### Pain Point

PPLA's network was experiencing system-wide latency greater than anticipated despite successful implementation of other proven solutions. Latency was severe enough to impact the rate at which customers could be serviced, at times causing clinics to resort to downtime procedures. PPLA's service provider and vendors were unsuccessful in identifying the root cause for the high latency problem.

“ Our issues were identified and resolved within the first 24 hours.



Joe Cook, IT Director, PPLA

### Implementation

PPLA choose PresiNET for its' moderate cost, immediate response time, and outstanding reporting. Equipment was installed and monitoring began at an Electronic Medical Records pilot clinic the day after it was received.

### Outcome

Two significant issues were identified and resolved within the first 24 hours. Network speed immediately jumped to anticipated levels and clinic staff was once again able to process customers timely. TOTAL VIEW ONE's reporting capabilities are now used for real-time monitoring and weekly metrics.

