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AUSTIN RADIOLOGICAL MIGRATES FROM LEGACY PLATFORMS TO ACCELOPS FOR MORE INTEGRATED, ROBUST AND SCALABLE DATA CENTER MONITORING

ARA Advances Business Service Management Initiatives With Service-Oriented Network, Virtualization and Application Monitoring

SANTA CLARA, CALIF. – September 14, 2010 – [AccelOps](#), the integrated data center and cloud service monitoring leader, today announced that Austin Radiological Association (ARA) has selected AccelOps integrated monitoring platform to fortify their business service reliability and IT operational efficiency. AccelOps offers a more integrated, automated and value-packaged solution that cuts through operational and technical silo's to provide end-to-end visibility, greater IT agility and service insight as compared to conventional legacy and point product approaches.

ARA joins other enterprise customers and service providers that are re-assessing their current IT management portfolio against the demand for service level delivery, optimization of IT resources, and broader controls to reduce network, virtualization and application complexity.

As respective maintenance, upgrades and add-ons were approaching within ARA's existing legacy IT management tools, the company initiated an extensive evaluation process including in-house testing of newer, popular IT monitoring tools. Like other organizations, ARA was looking for a more unified, in-depth approach for discovery, performance monitoring and business service instrumentation. They required deeper views into network, system and application issues, event cross-correlation and dependency mapping, without having to add layers of additional products and administrative costs.

ARA chose AccelOps because it best met these requirements and was more integrated, usable, robust, customizable and scalable than the other alternatives. Further cost justification was achieved by retiring 2 major infrastructure management tools.

"IT organizations are being asked to manage themselves as a business – we can't wait for calls and red lights to appear. With AccelOps, we can readily understand, prioritize and sustain all the different components that 'create' a function that our internal and external customers rely on," said R. Todd Thomas, chief information officer at Austin Radiological Association. "While we needed end-to-end visibility rather than more elemental monitoring tools, we also considered implementation, process alignment and cost."

Austin Radiological Association is one of the largest providers of outpatient imaging services and professional services in central Texas serving the majority of area hospitals and thousands of referring physicians in the community. In addition, ARA operates as an outsourced solution provider and manages a turnkey digital imaging application for 10 regional SaaS clients. The company has invested heavily in IT, ITIL service processes and IT automation to support a variety of healthcare, imaging and business applications.

"AccelOps gives my team an integrated means to monitor and correlate the performance of discrete technologies and functions, as well as manage IT services. With a more holistic view of operations, we can stay ahead of issues, quickly resolve problems and better serve our customers," adds Thomas.

Key capabilities that figured prominently in making the AccelOps selection were:

- **GUI:** A single pane of glass for all operations that is highly visual, logical, customizable and feature-rich
- **CMDB:** The built-in Configuration Management Database is highly automated and referenced through the platform
- **Rich monitoring:** Beyond network and systems... complete virtualization, application response, identity access and information security monitoring
- **Rules and reporting:** Extensive set of built-in analytics with very powerful search and reporting capability
- **Business services:** A simple and accurate means to construct and monitor operating controls of respective network and application components
- **Virtual appliance:** Means to leverage VMware investment and scale as needed

"We invite organizations to compare AccelOps integrated data center monitoring capabilities, and then like ARA, put it to work to gain a demonstrable IT advantage to ensure service delivery, quality and efficiency," said [Imin Lee](#), CEO of AccelOps.

About AccelOps - Intelligent. Proactive. Secure.

AccelOps provides award-winning data center and cloud service monitoring software delivered as a virtual appliance or SaaS. The all-in-one solution monitors data center, network infrastructure and cloud environments across service, performance, availability, security and change management. The integrated approach aggregates, cross-correlates and manages diverse operational data, both on-premise and in the cloud, to yield end-to-end visibility, efficient root-cause analysis, reduced MTTR, operational efficiency and compliance automation. The Silicon Valley-based company is privately held, venture-backed and led by experienced technology executives who created the popular Cisco MARS security information management appliance. Do more, control more and save more by visiting <http://www.AccelOps.net>.

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