

CUSTOMER STORY

How a Regional Healthcare System Unified Infrastructure Monitoring and Reduced Operational Noise

A large multi-site healthcare provider used Selector to centralize visibility across network, server, virtualization, power, and critical application environments—helping IT teams move from fragmented troubleshooting to smarter correlation, faster triage, and a more scalable operating model.

At a Glance

CUSTOMER

Regional Healthcare System

INDUSTRY

Healthcare

DEPLOYMENT

Hybrid — local data collection with cloud-enabled operations

PRIMARY OBJECTIVES

- Unify infrastructure monitoring
- Reduce alert noise
- Improve root-cause isolation
- Support hybrid migration
- Extend visibility into critical service dependencies

KEY CAPABILITIES

AIOps correlation

Remote data collection

Infrastructure observability

Power monitoring

Synthetic testing

Service health monitoring

BUSINESS IMPACT

- Faster issue triage
- Broader infrastructure visibility
- Improved site and service awareness
- Stronger operational foundation

The Challenge

When Scale Outpaced Visibility

This healthcare organization supports a large, distributed technology environment spanning hospitals, long-term care facilities, and regional locations. As the environment grew, IT teams needed a better way to monitor infrastructure health, understand dependencies, and reduce the burden of manual troubleshooting across multiple operational domains.

The challenge was not simply detecting faults. It was understanding which signals mattered, how events were related, and what they meant for service availability—network issues, infrastructure changes, power events, and application dependencies could all contribute to the same symptom, yet traditional workflows surfaced them as disconnected problems. The organization also needed a monitoring model that could support current operations while creating a path toward broader cloud-aligned modernization.

The Solution

Building an Intelligence Layer for Modern Healthcare Operations

The customer implemented Selector as a centralized operational intelligence layer designed to ingest telemetry from across its environment—core network systems, virtualized infrastructure, power devices, and other operational sources tied to service health. To fit the environment, the deployment combined local data collection with cloud-enabled operations, supporting data access close to the source while enabling dashboards, alerting, rules, and ML-driven workflows in a more scalable model.

Selector then applied correlation logic to reduce noise and surface more actionable incidents. Instead of forcing teams to work from isolated device events, the platform grouped related signals, improved triage context, and extended visibility into how infrastructure conditions could affect broader availability.

What Selector Enabled

Cross-Domain Visibility

Unified observability across network, server, virtualization, and power systems.

Intelligent Event Correlation

Related signals grouped into smarter incidents with clearer operational context.

Hybrid Deployment Flexibility

Local collection with cloud-enabled operations supported modernization without disruption.

Automation-Ready Operations

A stronger base for service monitoring, workflow integration, and automated response.

■ The Impact

From Reactive Response to Coordinated Operational Insight

After deployment, the customer gained broader visibility into the health of its environment and a stronger ability to understand issues in context. Instead of responding to disconnected events one by one, teams could work from correlated signals that better reflected actual operational conditions.

Observability expanded beyond traditional infrastructure to incorporate power systems, cloud-aligned operations, and more service-aware views. With a scalable collection-and-correlation architecture in place, the organization established a practical foundation for deeper service visibility, automation, and continued modernization.

Results Snapshot

Enterprise Footprint Supported

Multi-site healthcare environment spanning hospitals, long-term care facilities, and dozens of regional locations.

Telemetry Coverage at Scale

Unified telemetry across hundreds of network assets and thousands of virtualized objects.

Role-Specific Dashboards

Tailored dashboards for support and infrastructure teams.

Automated Service Recovery

Critical service monitoring with automated restarts.

Expanded Power Visibility

Power-health monitoring supported by frequent polling and synthetic validation.

Service-Level Foundation

A scalable path from infrastructure monitoring toward service-level operational insight.

■ Why This Mattered

What made this approach meaningful was not only the breadth of technology coverage, but the way it aligned with the customer's operating reality. The organization needed to modernize without losing access to local systems, and it needed broader visibility without forcing teams into another fragmented workflow.

By shifting the focus from raw monitoring to operational relevance, Selector helped create a model better suited for scale, faster triage, and future transformation.

■ Looking Ahead

This work gives the customer a framework for expanding operational intelligence across additional infrastructure domains, cloud workloads, service dependencies, and workflows. The roadmap points toward deeper service-level visibility, stronger operational integrations, expanded application and cloud observability, and more intuitive access to insight across teams.

See How Selector Can Simplify Complex Operations

Learn how Selector helps organizations unify infrastructure visibility, reduce operational noise, and build a smarter path to service-aware operations.

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