

## Exinda Keeps Blue Care Network Healthy

### Background

Blue Care is one of Australia's largest and leading non-profit providers of community health and residential aged care. Everyday its 9,000 employees provide care and support to over 11,000 people across rural, regional and metropolitan Queensland.

The organisation delivers nursing and personal care, as well as respite and social support, in its centres and clinics, aged care facilities and retirement living units, or in people's own homes.

### Overview

Blue Care runs a private Frame Relay network that supports employees at 160 sites. Its network infrastructure is centralized in Brisbane.

The network is used to deliver a number of care and business related information systems. These systems are predominantly delivered via Citrix to end-user thin client devices.

In mid 2005, Blue Care brought its outsourced information technology (IT) in house. This strategic change created an opportunity to address a major problem: poor network performance. There was insufficient data to understand the source of the problem.

The IT team needed a way to gain visibility of the network traffic characteristics to determine the cause of the performance issues. Several products were evaluated. But they did not meet Blue Care's requirements. The Exinda 6700 was selected, because it offered the granular visibility via its monitoring and reporting capability that Blue Care required.

"The information that Exinda provides is brilliant. It's like having an X-ray device for the network. With Exinda's detailed monitoring, I know exactly what is happening on our network at any time," said Joseph Maruca, IT Operations Manager, Blue Care.

### The Solution

Blue Care is running an Exinda 6700 at its head office. The company realized many benefits including:

- 1. Network Application Visibility**  
Exinda provides complete accurate network visibility from link utilization down to protocol level to each site.
- 2. Enhanced Employee Productivity**  
Improved network performance enhanced employees' experience and confidence in the organization's IT systems.
- 3. Prioritizing Network Traffic**  
The Exinda 6700 allowed Blue Care to effectively prioritize mission critical applications. After installing the Exinda appliance, calls to the IT Service Desk regarding network performance significantly decreased.

Joseph Maruca added "The Exinda 6700 has been highly reliable. The company has delivered excellent support and the product has exceeded my expectations."

