

# StrongRoom AI Gains Full Data Visibility and Speeds Up Issue Resolution From Hours To Minutes

## Key Challenges

Poor visibility into cloud operations prevented StrongRoom AI's teams from spotting, analyzing, and fixing system failures, while requiring excessive manual testing.

## Key Results

Centralized data analysis with Splunk increases visibility across StrongRoom AI's operations, which lets its teams proactively monitor its IT infrastructure, troubleshoot performance issues, and maximize the uptime of its platform.



**Industry:** Healthcare

**Solution:** IT

**Products:** [Splunk](#), [Observability Cloud](#), [Splunk Cloud](#)

## Effective medication management means patients can get the right amount of drugs, at the right time.

And the stakes are high. Getting proper doses of the right medication could mean an accelerated recovery. On the other hand, when a prescription isn't fulfilled correctly, falls into the wrong hands, or has adverse side effects, the consequences could be severe. Ineffective drug management contributes to 20% of all hospital admissions and re-admissions, costing healthcare systems more than \$1 trillion collectively. StrongRoom AI was founded to combat this very issue, using AI to power a medication administration and management platform and drug management solution that's used by more than 2,000 pharmacies, care facilities, and hospitals.

StrongRoom AI has been preparing to launch more products for additional regions and markets, and it needed a better solution for monitoring its systems and proactively addressing performance issues. However, diagnosing system failures and fixing anomalies (such as inconsistencies in data points or abnormal data behavior) in live cloud environments were challenging because they required substantial manual intervention and testing. StrongRoom AI's teams needed to switch between multiple applications, systems, and servers to understand the health of its systems, which could easily take a team of seven or eight people hours or even a whole day to finish. Limited visibility across cloud operations also meant that teams couldn't proactively address web issues or quickly get to the bottom of crash reports.

StrongRoom AI searched for a platform that would enable hunting anomalies and correlating events within a unified solution, and so it chose Splunk.

## Outcomes

- Faster resolution of performance issues, from a full day to minutes
- Real-time visibility into system health and potential risks
- Increased uptime and product reliability

## Optimizing performance monitoring with real-time, full-stack visibility

The capability of [Application Performance Monitoring \(APM\)](#) in [Splunk Observability Cloud](#) provides end-to-end visibility that enables StrongRoom AI's teams to detect anomalies with real-time alerting, while the capability of [Splunk Infrastructure Monitoring \(IM\)](#) centralizes cloud monitoring and helps teams visualize issues as soon as they arose.

In addition to increased productivity for its own teams, StrongRoom AI's customers have a more secure, flawless experience with its solutions, using them to care for patients on the road to recovery.

## Driving business agility with data-driven insights

The dashboards in Splunk Observability Cloud surface different critical metrics with a single-pane view, which allows the company to manage and monitor the ever-changing cloud environment with varying complexities, and keep track of its business. "We get insights about how customers interact with our production environments, such as whether they are getting the right information at the right time. We're delivering improved processes to support their delivery of high-quality care, while tracking service-level agreements easily on the Splunk dashboards," says Daniel Shawyer, technical chief of staff at StrongRoom AI.

In the past, it took StrongRoom AI hours and even a whole day to identify and resolve performance issues, not to mention the hidden costs of all the manual work involved. Now, all these only take minutes, thanks to the user-friendly dashboards in Splunk Observability Cloud. "We gain full visibility into the flow of data throughout the technology stack which allows us to achieve more stable and reliable business operations. This wouldn't have been possible without the Splunk solution," Daniel adds.

Compared to an on-premises solution, Splunk Observability Cloud offers a provisioned and managed infrastructure that provides StrongRoom AI with scalability, automatic updates, and simplified deployment, to enable it to focus more on data analysis and less on infrastructure maintenance. "We also highly appreciate Splunk's account team members who are very responsive and helpful, and this allows us to readily leverage the organizational knowledge of Splunk," Daniel adds.

## Embracing flexibility and scalability for business growth

Splunk has also informed key business decisions across StrongRoom AI, such as which services should be enhanced according to customer needs. Having full visibility means teams can spot more issues and boost the reliability and stability of operations, and ultimately sharpen StrongRoom AI's competitive edge in the market. StrongRoom AI is currently looking to extend the use of Splunk to other business functions in the future to better enable high-strength care through streamlined workflows, continuous analytics, surfaced insights, and safeguarded data.



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**Daniel Shawyer**, Technical Chief of Staff, StrongRoom AI

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