

# UVA CENTER FOR TELEHEALTH RELIES ON VYOPTA FOR QUALITY MONITORING AND DEEP ANALYTICS



## COMPANY PROFILE

**Headquarters:** Charlottesville, VA

**Industry:** Healthcare

**Employees:** 7,000

**Locations:** 125 sites

**Telehealth Endpoints:** 150 endpoints

## EXECUTIVE SUMMARY

Reasons UVA Center for Telehealth chose Vyopta:

- Ability to show ROA on system utilization
- Real-time monitoring of live clinical sessions
- Real-time alerts of infrastructure problems

With Vyopta, UVA Center for Telehealth is now able to:

- Troubleshoot bad live and recent calls
- Plan and document workflows around clinical encounters
- Research and test new technology for production services and research pilots

## COLLABORATION ENVIRONMENT

**Calling:** 1,100 Cisco Jabber users, Cisco Unified Call manager (CUCM)

**Conferencing:** WebEx Meetings, Zoom

**Desktop, Mobile Clients:** Cisco, Jabber and WebEx Teams

**Room Systems:** 150 Zoom endpoints

## ABOUT UVA CENTER FOR TELEHEALTH

Building on 20 years of experience in the use of advanced technologies and broadband communications, the UVA Center for Telehealth expands access to specialty medical care and supports the UVA Health System's efforts to advance clinical services, teaching, research, and public service.

## CHALLENGE

The UVA Center for Telehealth provides video access to health services to residents of Virginia including telestroke services.

A key challenge to UVA Center for Telehealth is integrating eight different video platforms to connect physicians to patients and provide patients access to care when and where they need it.

Because of the emergency nature of telehealth services, tracking video quality during clinical connections is imperative. Likewise, monitoring the infrastructure to proactively identify and resolve problems before they cause a connection issue is vitally important. Finally, the team at UVA Center for Telehealth needs usage metrics to track the return on their investments in video infrastructure and endpoints.



## SOLUTION

The search for a solution led UVA Center for Telehealth to Vyopta's Collaboration Performance Management (CPM) platform, which is designed to provide a single pane of glass with visibility into the health of the multi-vendor collaboration environment.

Vyopta provides the deep level of analytics that are critical to providing life-saving telehealth services to UVA's patients. Real-time access to quality metrics allow the UC team to stay on top of the health of the collaboration environment, and proactive alerts allow them to identify and solve issues before they interrupt an emergency clinical session.

## IMPACT

By using Vyopta to improve the performance and reliability of their video services, the UVA Center for Telehealth has been able to extend the reach of their endpoints into the community and greatly increase their capacity for treating patients.



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“Our neurologists diagnose strokes via video in real time by watching eye and hand movement. Video and audio quality are critical to meeting our mission to provide care to the community.”

**Brian Gunnell**

Technology Innovation Strategist and  
Senior UC Engineer

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## ABOUT VYOPTA

Vyopta is a leading provider of collaboration performance management and meeting room insights solutions. With coverage that spans video, voice, and messaging from Cisco, Microsoft, Poly, Pexip, Zoom, Bluejeans, and more, Vyopta helps companies improve quality of experience, accelerate workplace transformation and optimize investments across UC and conference rooms. Vyopta monitors and analyzes over 2 billion meeting minutes annually across the largest enterprises in the world, including Bloomberg, AstraZeneca, Stanford University, Shared Services Canada and the US Department of Veterans Affairs.

Learn more at [vyopta.com](https://vyopta.com)

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