

CUSTOMER SUCCESS STORY

Slow queries fixed before the portal felt it.

A digital health provider's patient portal degraded every time a reporting query ran against the wrong index. **Database Coworker** now tunes what it safely can and files a root-caused ticket for a DBA when the fix needs a human's sign-off.

Clinical not cosmetic

A slow patient portal is not a UX complaint in healthcare. Appointment booking, results access and secure messaging sit behind the same database, and query pressure that degrades one degrades all three at the moment patients are trying to use them.

THE SITUATION

Query pressure nobody caught until patients did

The database team was small, and most of what reached them had already affected users:

- **Reporting queries competed with patient-facing traffic**, and nobody correlated the two until the portal was already slow.
- **Index tuning was reactive**, applied after a slow-query report rather than ahead of the pattern recurring.
- **Cost-aware trade-offs were invisible**. Scaling the database was always an option, but nobody weighed it against a targeted fix.
- **The small DBA team was the bottleneck** for anything beyond a routine restart, regardless of how minor the underlying cause was.

THE DECISION

Auto-fix what's safe, ticket what needs a DBA

The provider deployed Database Coworker with auto-fix authority for query and index tuning, and a pre-filled, root-caused ticket for anything requiring schema or config changes.

Our DBAs were spending their time on tickets that turned out to be one bad index. Now the ones that reach them already have the profiling done, and the ones that don't need them never do.

— VP OF ENGINEERING

HOW IT WAS SET UP

Profile	Continuous query profiling and index analysis across the portal's database, correlating reporting load against patient-facing traffic.
Auto-fix	Tunes indexes and configuration directly, autonomously , for patterns it has resolved cleanly before.
Escalate	Anything touching schema or requiring a judgement call arrives as a pre-filled, root-caused ticket — profiling and hypothesis already attached.
Weigh cost	Recommendations account for FinOps and GreenOps context , so scaling is compared against a targeted fix rather than defaulted to.

DEPLOYMENT SNAPSHOT

SECTOR

Digital health provider

COWORKER

Database Coworker

ESTATE

Patient portal, scheduling, messaging

RESOLUTION MODE

Auto-fix + pre-filled DBA ticket

COST-AWARENESS

FinOps + GreenOps weighted

GOVERNANCE

CERNE control plane

TEAM

Small DBA team, no dedicated 24x7 rota

OUTCOME FOCUS

Portal latency during peak hours

WHAT CHANGED

BEFORE ITOPS COWORKER

- Reporting queries **degrading patient-facing traffic**
- Index tuning reactive, after users noticed
- Scaling versus targeted fix never actually compared
- Every issue routed to a small DBA team regardless of size
- Portal slowness discovered by patients first

WITH ITOPS COWORKER

- Query pressure **caught before it reaches patients**
- Index tuning applied **autonomously** for known patterns
- Cost-aware recommendations weighing fix against scale
- DBA tickets arriving **pre-profiled and root-caused**
- Portal latency stable through peak hours

WHERE THE CHANGE CAME FROM

Auto-fix absorbed the routine

Letting the coworker resolve well-understood tuning patterns directly freed the DBA team for the fraction of issues that actually needed their judgement.

Tickets stopped starting cold

A pre-filled, root-caused ticket meant a DBA's first action was a decision, not an investigation.

Cost-awareness changed the default

Weighing a targeted fix against scaling meant the provider stopped reaching for more database capacity as the answer to every slow query.

WHY THIS MATTERS IN DIGITAL HEALTH

Capabilities doing the work in this deployment:

Autonomous index tuning

Pre-filled DBA tickets

Query & traffic correlation

FinOps + GreenOps aware

Small-team coverage

Root-caused escalation

Patient-facing latency focus

CERNE control plane

BOTTOM LINE

Database Coworker let a small DBA team keep a patient portal fast, fixing what it safely could and handing over only what genuinely needed them.

Meet the coworker who works the night shift.

Get a live demo, or talk to our team about ITOps Coworker for your estate.



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lumiops.ai/contact-us



POC
~2 weeks to value



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