

Case Study

Healthcare Organization In Peru Improves Employee Activity Monitoring With Syteca

Challenge

Managing billing and collections processes involves handling sensitive financial and operational information daily. The organization needed greater visibility into how employees interacted with internal systems while maintaining operational continuity across its distributed workstation environment.

One of the key requirements was the ability to deploy monitoring agents remotely through Active Directory Group Policies (GPO) so the IT team could roll out the solution efficiently across multiple endpoints without interrupting business operations.

The organization also required:

- Centralized employee activity monitoring across billing and collections teams
- Keystroke logging and activity filtering capabilities
- Compatibility with Windows 7, 10, and 11
- Rapid remote implementation and configuration
- Spanish-language communication and technical assistance throughout the deployment process

In addition, the organization wanted a solution that could be implemented within its existing infrastructure without negatively affecting endpoint performance or daily workflows.

Solutions

After receiving a live demo conducted entirely in Spanish, the organization selected the Syteca platform for employee activity monitoring and operational visibility.

Syteca proposed an on-premises deployment across the customer's VMware-based data center infrastructure and provided remote implementation support through secure VPN access.

Customer profile

 Healthcare

 Peru

A healthcare organization in Peru required a centralized solution to monitor and track employee activities across its billing and collections departments. Operating in a mixed Windows environment that included Windows 7, 10, and 11 workstations, the company needed a monitoring platform that could be deployed quickly with minimal disruption to daily operations.

The organization also required an on-premises solution compatible with its VMware-based infrastructure and preferred remote implementation supported by its internal IT team.

Implementing Syteca enabled the organization to:

- Centrally monitor employee activities across billing and collections teams.
- Deploy monitoring agents silently through Active Directory/GPO.
- Maintain monitoring across Windows 7, 10, and 11 endpoints.
- Use keystroke logging and activity filtering capabilities.
- Complete deployment and configuration within approximately 2–3 days.

Throughout the project, Syteca's Spanish-speaking sales, technical, marketing, and support teams worked closely with the customer to ensure efficient communication and smooth deployment preparation.

The customer particularly valued the ease of deployment, compatibility with the existing infrastructure, and the ability to implement the solution quickly with minimal operational disruption.



"The [Syteca] solution was very clear and aligned well with our requirements. We particularly appreciated the fast deployment process, the ability to manage the rollout through Active Directory, and the support provided entirely in Spanish throughout the evaluation and implementation stages."

IT Representative, Healthcare Organization in Peru

Results

Following the successful evaluation process, the organization approved the acquisition of 80 annual licenses and proceeded with deployment planning.

By implementing Syteca, the customer achieved:

- ✓ Improved visibility into employee activities across operational departments.
- ✓ Centralized monitoring within its on-premises infrastructure.
- ✓ Simplified deployment through Active Directory/GPO-based rollout.
- ✓ Support for both legacy and modern Windows environments.
- ✓ Rapid implementation with minimal operational disruption.
- ✓ Localized Spanish-language support throughout onboarding and deployment.

The combination of centralized monitoring, flexible deployment options, and fast implementation allowed the organization to improve operational oversight while maintaining efficiency across its distributed workstation environment.

Want to try Syteca in your IT environment?

Request a demo at

www.syteca.com