

Sustenance Services for a Global Imaging Leader

Our vision is to inspire new possibilities for the health ecosystem with technology and human ingenuity. At CitiusTech, we constantly strive to solve the industry's greatest challenges with technology, creativity, and agility. Together with the world's leading Healthcare and Lifesciences organizations and our partners, we aim to accelerate the transition to a human-first, sustainable, and digital healthcare ecosystem.

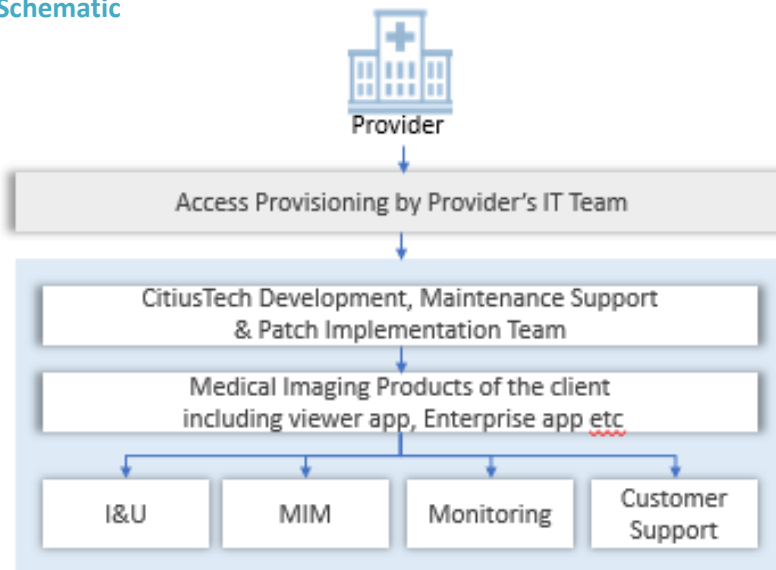
Get in touch: info@citius.tech



Client Requirements

- Client is a leading medical device manufacturer and a global leader in radiology and cardiology management.
- Client required CitiusTech's help to upgrade and install, Major Incident Management (MIM), monitoring, L1 – L4 support for existing and new sites for 12 enterprise imaging products
- CitiusTech was selected for this engagement, considering its dedicated professional services practice & delivering exceptional results with the client's earlier engagements

Solution Schematic



CitiusTech Solution

- CitiusTech started this engagement with the client and rapidly scaled up to a dedicated support team of 80+ FTEs supporting a global install base of products
- Developed customized repositories with detailed documentation of the products supported
- Started as an I&U team and expanded to provide support, monitoring & MIM services as well
- Cross training of teams in relevant technologies like Cloverleaf, HL7 etc. to improve productivity

Value Delivered:

- Leveraged CitiusTech's expertise in DICOM, clinical expertise, UX design and different technologies for accelerated development
- Detailed product requirement documentation, clinical information easy access, enhanced user experience and improved process accuracy & efficiency