CitiusTech | Case Study

HEALTHCARE
LIMITLESS

Remote Implementation & Support of Enterprise Imaging

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.
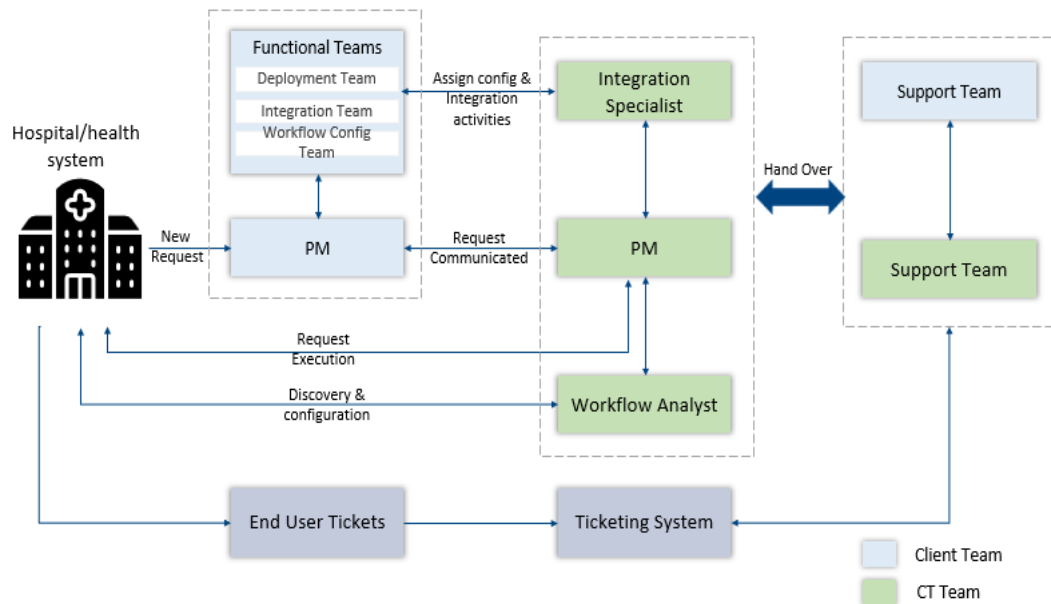
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Client Requirements

- The client, a prominent provider of Imaging/PACS solutions globally, had acquired Image Exchange products and sought a capable partner to support these acquisitions.
- They engaged CitiusTech to deliver Professional Services encompassing Integrated Software Implementation Services and end-customer support.

Solution Schematic

CitiusTech Solution

- Provide project management support for new customer onboarding and implementation
- Set up and configure Smart Worklists and provide end user training for cardiology and radiology applications
- Integration, Configuration for front-end and back-end systems, Troubleshooting for PACS and Universal Viewer applications
- HL7 Interfacing support (Create/Modify/Delete HL7 channels for HL7 transformations and data exchange)
- DICOM Integration support (Migration, DICOM Indexing, PACS integration with other systems, Data manipulations, Auditing)
- Configure and Manage Image exchange gateways and cloud channels to facilitate Image exchange across providers

Value Delivered:

- Accelerated onboarding due to strong prior healthcare domain expertise
- Ability to scale teams with specialized skills (DICOM/HL7/ Clinical) in shorter time frame
- Enabled support of multiple viewer-based applications in cloud
- Managing end-to-end implementation projects