

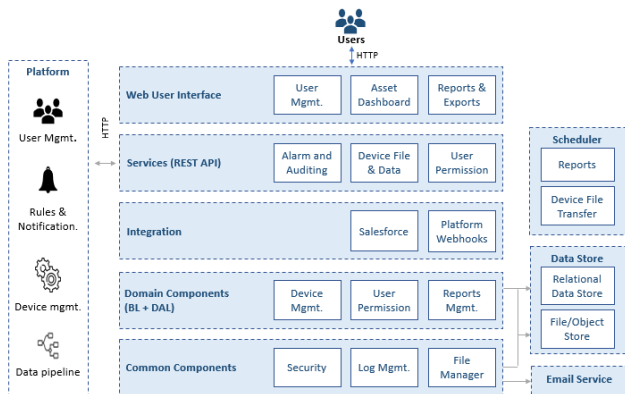
Case Study: Remote Device Care Platform

Client Requirements

Client is a science and technology innovator, helping customers solve complex challenges and improve quality of life. Client has a platform providing IoT operational capabilities to internal consumers

Client wanted to replace existing 3rd party IoT platform with an inhouse IoT platform. Client also wanted to integrate their service case management and device management workflows

Given strong expertise in AWS, IoT and healthcare cloud, CitiusTech built a remote device care system integrated with IoT platform and service case management system for the client and removed the dependencies on the third-party platforms.



Solution Schematic

CitiusTech Services:

CitiusTech worked on requirement gathering, functionality mapping, planning, UI designing and development of remote device care app

Key Design Considerations:

- **Security:** Data encrypted at rest and in transit with appropriate controls
- **Scalability:** Independent distributed deployment of UI and REST APIs so that each tier can scale horizontally
- **Portability:** OS neutral solution, primarily deployable on Windows and Linux. Deployment portability across clouds, data centers or on-premise
- **Integration:** Seamless integration with client's IoT platform as well as service case management system
- Built a dashboard and alarm system for tracking device metrics by integrating with client's IoT platform

Value Delivered:

- End to end integrated and homogenous solution for remote management of devices
- Delivered a highly available, performant system and cost optimal solution for remote management of devices
- Minimized the need for on-site visits of service engineers for device care resulting in cost savings
- Seamless integration with client's service case management system on Salesforce