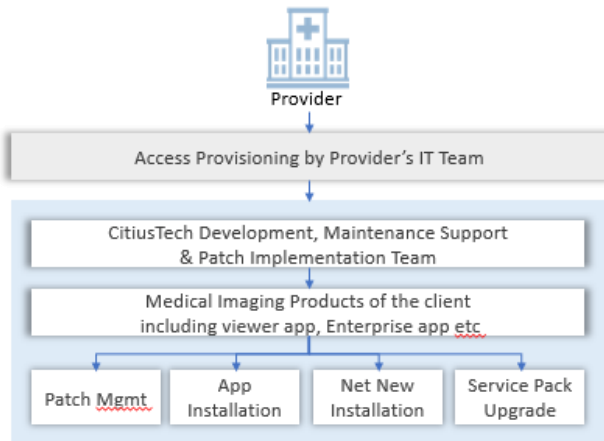# Case Study: Remote Maintenance & Support

Client Requirements

Client is a global leader in medical imaging and medical equipment solutions. They required help for their existing applications to be upgraded and installed for current and new sites of radiology and cardiology products and perform necessary configurations.

Client wanted the vendor to provide deployment & track the process that releases a validated product solution to an installed medical equipment and also perform immediate actions on vulnerabilities found in client servers with minimum downtime.

CitiusTech was awarded the project considering our strategic partnership with the client and deep product/ domain understanding of client's solution.

Solution Schematic

CitiusTech Services:

CitiusTech delivered the project across five phases including pre work, installation, integration, testing and cutover on Test, PROD and DR servers. The key services included:

- Detailed functional and technical design specifications of the product for data feed and dataflow of the customer solution

- Established Cloverleaf and HL7 custom model building components on Cloverleaf and feed customer database

- Trained, iterated and evaluated Cloverleaf and HL7 models output, reported the result and enabled batch & real-time inferencing and build visualization

- Applied remediation patches and removed vulnerabilities with standard SOP and RFC processes

- Hosted the solution in configured servers for the client's customers

Value Delivered:

- Increased user stability by maintaining customer interface and data

- Helped predict user behavior through data analysis and addressed the immediate challenges faced by customers

- Hosted the cutover in non-US/ Canada business hours, which reduced the downtime for end users

Powering the Future of Healthcare ▶

CitiusTech