



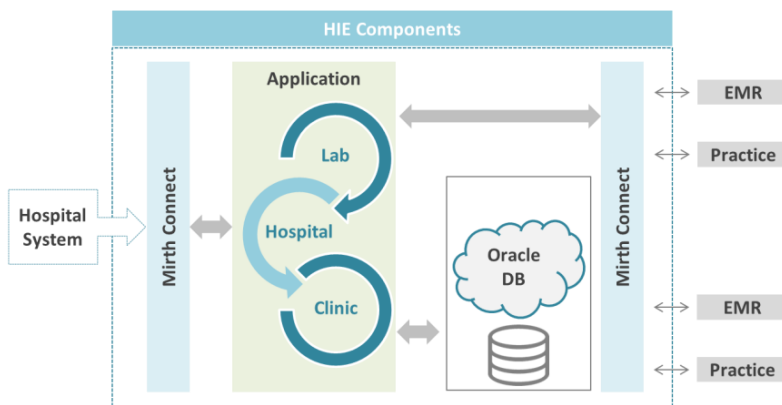
Case Study

Support and Monitoring for HIE

Client Requirements

Client's HIE platform has been adopted by the nation's leading hospitals, physicians and laboratories. The platform provides bi-directional semantic interoperability between disparate EHR systems, enabling healthcare providers to exchange essential health information in real-time. CitiusTech was selected to support and monitor the system and application along with L1 and L2 support in US business hours.

Solution Schematic



CitiusTech Solution:

- Executed daily monitoring for 13 servers and checked for exceptions in log files
- Provided reporting for servers which are OOS (Out Of Service) to Onsite
- Used appropriate logs to determine the nature of the problem and communicated it to the engineering team
- Created and resolved sales force tickets as per set SLAs and provided efficient communication to the customer's stakeholders
- Ensured proactive coordination with implementation team for quick resolutions on issues

Value Delivered

- Enabled quick turn-around and resolution of production issues
- Enhanced efficiency by automation and process innovations

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About CitiusTech

CitiusTech is a provider of healthcare technology services and solutions to medical technology companies, providers, payers and life sciences organizations, with over 2,500 professionals worldwide and serving over 75 healthcare organizations globally. CitiusTech's services and solutions include healthcare software development, healthcare interoperability, regulatory compliance, BI/analytics, consumer engagement, care coordination and population health management. CitiusTech helps customers accelerate innovation in healthcare through a number of solutions and accelerators for clinical quality reporting, healthcare big data, cloud computing, mobile health and predictive analytics. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare clients worldwide.

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