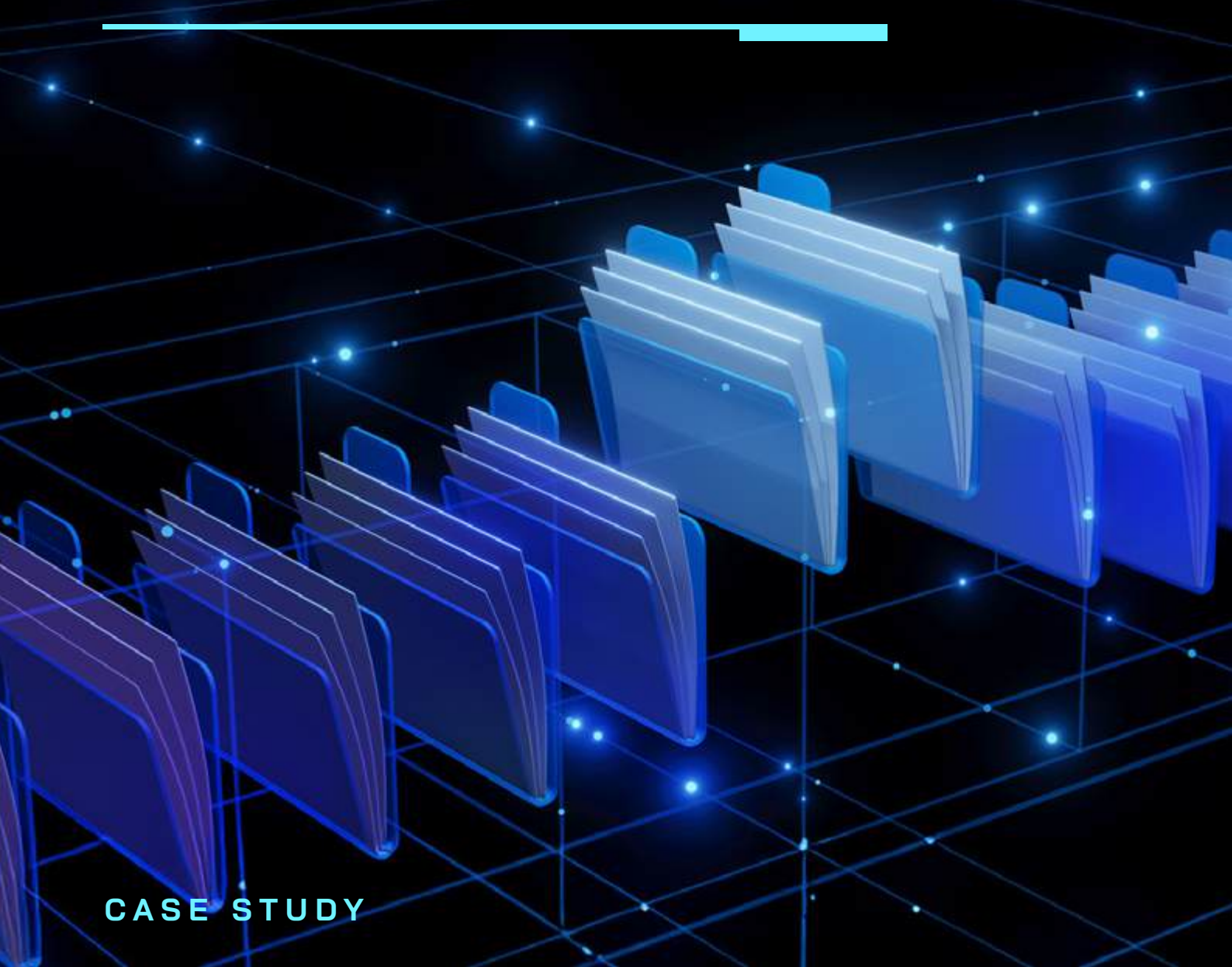
CitiusTech

Shaping Healthcare Possibilities

Talk to Data and Talk to Document

An intelligent chatbot solution for a Swiss-American pharma firm enables natural language interaction with clinical databases and documents. Built on AWS Bedrock, it integrates structured and unstructured data for seamless, secure, and context-aware exploration.



CASE STUDY

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Problem Statement

The organization faces challenges in accessing and interpreting complex clinical and imaging data stored across structured databases and unstructured documents. Traditional systems lack intuitive interfaces, making data exploration inefficient and error-prone for end-users.

Solution Description and Architecture

CitiusTech developed an AWS-powered intelligent chatbot, "**GIP AI**", for a Swiss-American pharma-medical firm. It enables natural language interaction with structured clinical databases and unstructured documents, simplifying data exploration.

The solution integrates with the Global Imaging Platform (GIP), offering a unified chat interface for querying medical imaging, clinical trials, and SOPs, enhancing user experience and knowledge management.

Outcomes

Response Time: Achieved document query processing within 10–20 seconds.

Coverage: Enabled interaction with over 50+ tables and 3,000+ columns in the clinical database.

Lessons Learnt

Simplified Access Accelerates Adoption – A unified natural language interface enabled seamless interaction with both structured and unstructured data.

Strong Data Foundations Matter – Reliable, well-integrated clinical and operational data ensured accurate and context-aware responses.

User-Centric Design Drives Value – Natural language querying improved productivity, reduced reliance on experts, and enhanced user experience.

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CitiusTech is a global technology services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable. Leveraging deep domain expertise and next-generation technologies including AI, Cloud, Data, and Intelligent Automation, we assist our clients in realizing their vision, accelerate transformation, and achieve business outcomes. With 7,700+ healthcare technology professionals worldwide, CitiusTech powers digital innovation, business transformation, and industry-wide convergence through next-generation technologies, solutions, and products. Follow CitiusTech on Twitter or LinkedIn.

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