



Shaping Healthcare Possibilities

Partnership Framework for a Global Medical Imaging ISV

13+ Years of Relationship

130+ Engagements to date

Business Challenge

Client is one of the largest global Medical Imaging vendors. Client has growth through multiple imaging vendor acquisitions and needed to consolidate all its Imaging products under a single umbrella with unified technology, processes and Release cycles.

CitiusTech developed a strong partnership framework to support a large multi-year consolidation exercise across their imaging product portfolio



CASE STUDY

APPROACH OVERVIEW

- CitiusTech built a dedicated partnership team which mapped with key stakeholders to create a robust governance structure engineering, quality and compliance roles.
- CitiusTech invested in building specialized physical infrastructure to ensure dedicated connectivity and compliance with security standards.
- Built a product specific transition plan to manage integration of newly acquired products.
- Helped migrate 2Bn imaging datasets to AWS, and remodeled legacy components using microservices and multi-tenant architecture.
- Providing global L1- L4 support for 9 core products (24x7 continuous remote monitoring, Major Incident Management (MIM) engineers in a 16x5 model), as well remote install & Upgrade (I&U).

CHALLENGE AREAS

- Building Imaging Viewers enhancing PACS, Customer Support & Serviceability.
- Upgrading legacy architecture and feature enhancement.
- Building next gen platforms and viewers.
- AI workbench, Algo. Orchestrator & Datalogue.
- Enhancing customer digital experience platform.
- Enhancing intelligent workflow.



CITIUSTECH SOLUTIONS

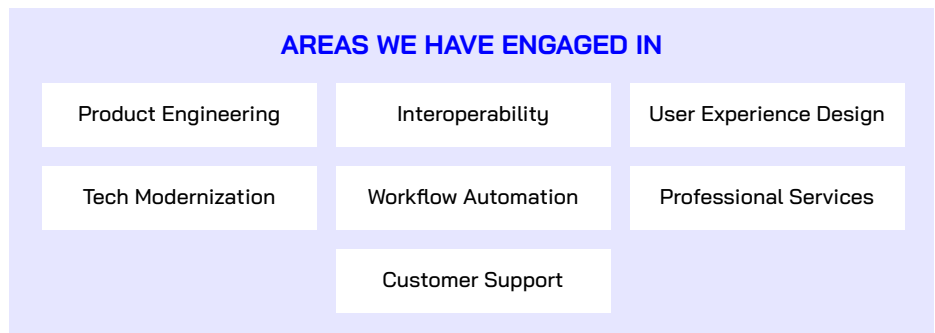


- Strategic partner to develop radiology solutions
- Global ROC partner for support and serviceability
- Cloud partner for Digital Solutions
- Dedicated knowledge repository for products including a customized induction plan
- Edison partner to develop IoT and AI Solutions
- Clinical Expertise to enhance workflows for Imaging Solutions
- Strong Product Engineering Capability across Imaging Solutions

KEY ACTIVITIES

- Design interop strategy
- Joint steering committee setup
- Complete ownership of imaging viewers & PACS
- Product roadmap and feature design
- DICOM conformance
- Release planning
- Security & Automation
- Common DevOps implementation for all products
- Regulatory compliance

AREAS WE HAVE ENGAGED IN



TECH STACK

- PACS
- DICOM toolkit
- SQL
- Java/C++/C#/.NET
- HTML5/Js/CSS
- 30+ proprietary tools & tech

**VALUE
DELIVERED**

13+

Years of relationship
across 100+
engagements

25+

Imaging products
supported

350+

FTEs & rebadged
resources on
consolidation & Engg.

400+

Customers across
USCAN with Imaging
IT installs





Shaping Healthcare Possibilities

CitiusTech is a global IT 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 with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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