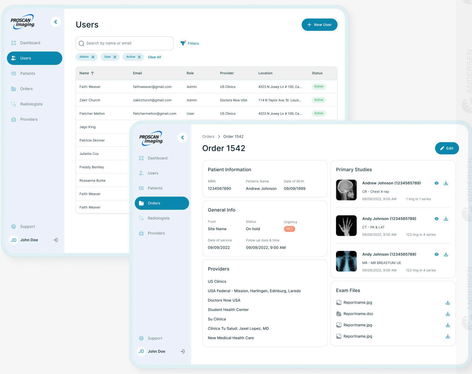
Managed Services Support for a Radiology Information System

Duration
April 2025-Ongoing

Location
USA



About

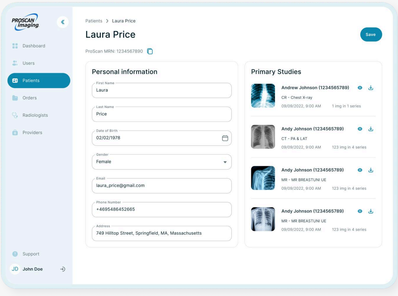
The client is a healthcare technology company operating in the medical imaging domain. It provides healthcare professionals and patients with access to radiology interpretations and diagnostic imaging services including X-ray, CT, MRI, mammography, and ultrasound. The organization's platform connects hospitals, clinics, and physicians with radiologists, enabling fast and accurate diagnostics while meeting strict regulatory and compliance standards.

Challenge

After Andersen's development team successfully delivered a new web-based imaging platform, the client required a Managed Services service to ensure smooth operation and continuous support of the solution. Key challenges included:

- Transitioning a complex, newly built system from development into steady-state operations.
- Maintaining **24/7 availability and performance.**
- Implementing robust monitoring and incident response to minimize risks of downtime.
- Ensuring ongoing compliance with healthcare data protection standards.

If these requirements were not met, the client risked operational disruptions, compliance issues, and reduced trust from healthcare providers.



Solution

Andersen was engaged to deliver Managed Services for the platform, ensuring its stability, security, and continuous optimization on AWS. The engagement was structured into discovery, transition, and steady-state service delivery.

Key AWS services leveraged in the solution included:

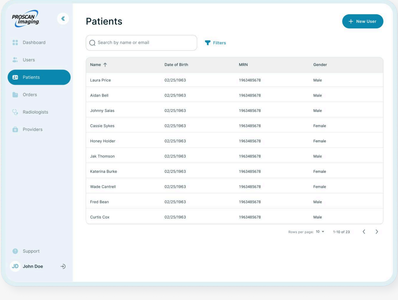
- **Amazon EC2** and **Amazon ECR** for scalable application hosting and containerized workloads.
- **Amazon S3** for secure storage and retrieval of large medical images.
- **Amazon CloudFront** for global content delivery with low latency.
- **Amazon CloudWatch** and **AWS Lambda** for automated monitoring, alerting, and remediation.
- **Amazon EKS (Kubernetes)** for container orchestration.
- **Amazon MSK (Managed Kafka)** and **Amazon ElastiCache for Redis** for real-time messaging and caching.

Managed Services Scope

Andersen was engaged to deliver Managed Services for the platform, ensuring its stability, security, and continuous optimization on AWS. The engagement was structured into discovery, transition, and steady-state service delivery.

Key AWS services leveraged in the solution included:

- **Change and Release Management** – review and controlled deployment of application changes, reducing risks of downtime.
- **Incident and Problem Management** – 24/7 monitoring, triage, and resolution of incidents with root cause analysis to prevent recurrence.
- **Performance Optimization** – proactive tuning of AWS resources and system configurations to improve response times and cost efficiency.
- **Capacity Management** – scaling of EC2, Kubernetes clusters, and storage resources in response to demand.
- **Backup and Recovery** – verified automated backups of databases and imaging data, with tested recovery processes.



Results and Benefits

Through Andersen's Managed Services, the client achieved measurable improvements in reliability, compliance, and efficiency:

- **99.95% uptime of the platform**, ensuring uninterrupted access for healthcare professionals and patients.
- **Improved system response times**, enhancing user experience for clinicians.
- **Faster incident resolution** – mean time to resolution reduced by 50% due to proactive monitoring and automation.

These results allowed the client to focus on expanding their medical imaging services while relying on Andersen for efficient and continuous AWS operations.

Engagement Timeline

- **Start Date**: April 2025
- **End Date**: Ongoing

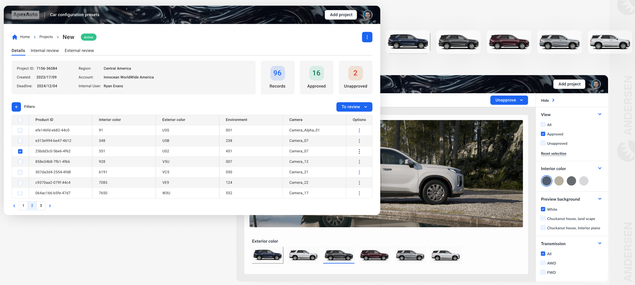
About Andersen

Andersen is a global IT services provider with expertise in cloud transformation, software engineering, and managed services. Leveraging AWS best practices and specializations, Andersen delivers end-to-end support for mission-critical workloads, combining proactive operations with continuous optimization. The Managed Services practice ensures clients achieve business outcomes with maximum reliability, cost efficiency, and compliance on AWS.

Managed Services Support for Imaging and Production studio

Duration
October 2024 - Ongoing

Location
USA



About

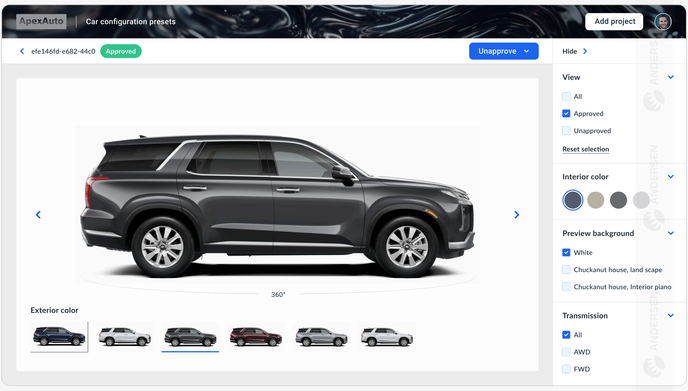
The client is a Digital Giant is a multi-discipline imaging and production studio .

Challenge

After the rollout of the web-based imaging platform by Andersen's delivery team, the project was handed over to the Managed Services practice to secure stable operations, continuous monitoring, and long-term support. Key challenges included:

- Transitioning a complex, newly built system from development into steady-state operations.
- **Maintaining 24/7 availability** and performance.
- Implementing robust monitoring and incident response to minimize risks of downtime.

Failure to meet these requirements would have exposed the client to operational risks, regulatory issues, and a loss of trust among its users.



Solution

The client engaged Andersen to provide Managed Services for the platform, with a focus on maintaining stability, strengthening security, and driving continuous optimization on AWS. The cooperation was organized into three phases: discovery, transition, and steady-state operations.
Key AWS services leveraged in the solution included:

- **Amazon EC2** and **Amazon ECR** for scalable application hosting and containerized workloads.
- **Amazon S3** for secure storage and retrieval of large medical images.
- **Amazon CloudFront** for global content delivery with low latency.
- **Amazon CloudWatch** and **AWS Lambda** for automated monitoring, alerting, and remediation.
- **Amazon EKS (Kubernetes)** for container orchestration.
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Managed Services Scope

- **Change and Release Management** – review and controlled deployment of application changes, reducing risks of downtime.
- **Incident and Problem Management** – 24/7 monitoring, triage, and resolution of incidents with root cause analysis to prevent recurrence.
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- **Capacity Management** – scaling of EC2, Kubernetes clusters, and storage resources in response to demand.
- **Backup and Recovery** – verified automated backups of databases and imaging data, with tested recovery processes.

Results and Benefits

Through Andersen's Managed Services, the client achieved measurable improvements in reliability, compliance, and efficiency:

- **99.95% uptime of the platform**, ensuring uninterrupted access for healthcare professionals and patients.
- **Improved system response times**, enhancing user experience for clinicians.
- **Faster incident resolution** – mean time to resolution reduced by 50% due to proactive monitoring and automation.

These results allowed the client to focus on expanding their medical imaging services while relying on Andersen for efficient and continuous AWS operations.

Engagement Timeline

- **Start Date**: October 2024
- **End Date**: Ongoing

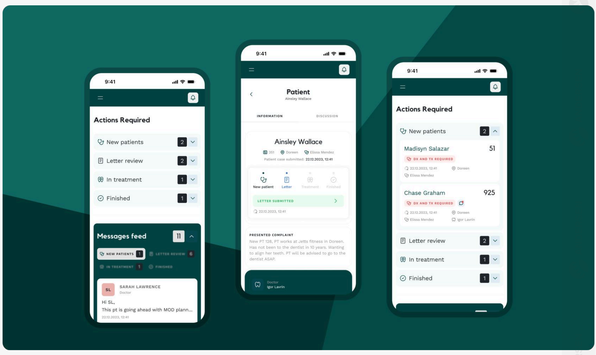
About Andersen

Andersen is a global IT services provider with expertise in cloud transformation, software engineering, and managed services. Leveraging AWS best practices and specializations, Andersen delivers end-to-end support for mission-critical workloads, combining proactive operations with continuous optimization. The Managed Services practice ensures clients achieve business outcomes with maximum reliability, cost efficiency, and compliance on AWS.

Managed Services Support for an Orthodontic Digital Platform

Duration
April 2024-
Ongoing

Location
Australia



About

Urban Smile is an orthodontic clinic headquartered in Melbourne, Australia, specializing in **clear aligner treatments**. Its service model combines **in-studio consultations** (3D scans, x-rays, orthodontist visits) with **digital monitoring** via a mobile app, enabling patients to track treatment progress remotely. The clinic also provides **aftercare services**, including retainers and whitening kits. Urban Smile's business depends on the seamless operation of its digital platform, which integrates clinical workflows, patient engagement, and treatment tracking.

Challenge

Following the launch of Urban Smile's system, Andersen introduced a Managed Services framework designed to maintain service continuity, support growth, and provide a consistent user experience at scale.

Key challenges included:

- Transitioning the digital platform into steady-state operations with ongoing infrastructure support.
- Maintaining system availability and responsiveness for both patients and clinicians.
- Localizing and resolving backend/frontend issues to prevent disruptions in treatment monitoring.
- Ensuring proactive monitoring and timely response in line with strict SLAs.

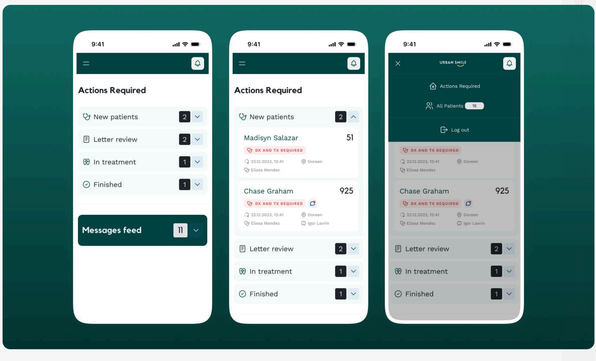
If these requirements were not met, Urban Smile risked patient dissatisfaction, delayed treatments, and potential reputational loss in a competitive healthcare market.

Solution

Urban Smile partnered with Andersen for Managed Services to keep its platform stable and continuously optimized on AWS. The scope included L2 and L3 support, with services spanning proactive infrastructure management, problem resolution, and incident recovery.

Key AWS services leveraged in the solution included:

- **Amazon EC2** for scalable hosting of core application services.
- **Amazon S3** for secure storage of patient records, images, and treatment data.
- **Amazon CloudFront** for global content delivery, reducing latency for patients using the mobile app.
- **Amazon CloudWatch** for monitoring, alerts, and performance visibility.
- **AWS Lambda** for automation of operational tasks and remediation.
- **Amazon RDS** for reliable database management and backups.
- **Amazon ElastiCache** for performance optimization of frequently accessed data.



Managed Services Scope

- **Change and Release Management** – structured deployment of software updates with risk control.
- **Incident and Problem Management** – monitoring, triage, and SLA-driven resolution (Blocker: 1h response/8h closure; Critical: 4h/16h; Minor: 8h/40h).
- **Performance Optimization** – proactive tuning of AWS resources to ensure fast patient app response and cost efficiency.
- **Capacity Management** – on-demand scaling of EC2 instances, databases, and storage as patient numbers grow.
- **Backup and Recovery** – verified automated backups of treatment records and secure tested recovery processes.

Results and Benefits

With Andersen's Managed Services in place, Urban Smile realized substantial gains in operational performance:

- 99.95% uptime of the platform, ensuring uninterrupted access for patients and clinicians.
- 50% faster incident resolution due to proactive monitoring and SLA-driven processes.
- Improved user experience, with optimized system performance and reduced latency for app users.
- Cost predictability, thanks to a fixed monthly service fee plus transparent on-demand scaling.

As a result, Urban Smile was able to concentrate on growing its orthodontic services, while Andersen ensured the platform remained secure, reliable, and scalable on AWS.

Engagement Timeline

- **Start Date**: April 2024
- **End Date**: Ongoing

About Andersen

Andersen is a global IT services provider with expertise in cloud transformation, software engineering, and managed services. Leveraging AWS best practices and specializations, Andersen delivers end-to-end support for mission-critical workloads, combining proactive operations with continuous optimization. The Managed Services practice ensures clients achieve business outcomes with maximum reliability, cost efficiency, and compliance on AWS.

Managed Services Support for a Private clinic for cosmetic limb lengthening

Duration
April 2024-
Ongoing

Location
Australia

About

The client is a private clinic for cosmetic limb lengthening in Freiburg. The clinic is dedicated to meeting patient expectations for top-class surgery, high-quality service, and an excellent clinical culture for individuals seeking to enhance their aesthetic well-being.
The clinic sets global standards in the specialized field of minimally invasive limb lengthening, performed with a single operation and enabling immediate mobilisation without the need for a wheelchair.
Its proprietary BETZBONE® limb lengthening technology, developed by Dr. Becker and Dr. Betz, represents a unique treatment method that has positioned the clinic among the world's leading specialists in limb lengthening.

Challenge

Once Andersen's development team completed the delivery of a new web and mobile application, the client turned to our Managed Services unit to handle day-to-day operations and guarantee reliable, ongoing support. Key challenges included:

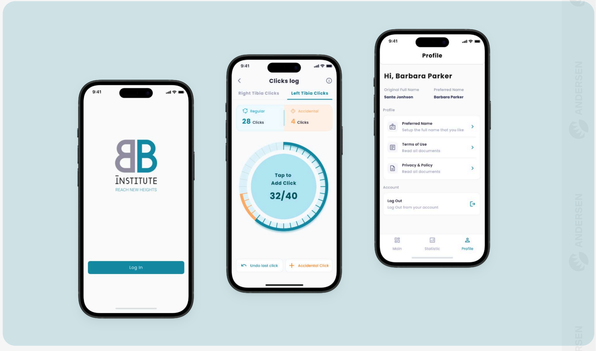
- Transitioning a complex, newly built system from development into steady-state operations.
- Maintaining 24/7 availability and performance.
- Implementing robust monitoring and incident response to minimize risks of downtime.
- Ensuring ongoing compliance with healthcare data protection standards.
- Possibility in changing requests and adding new functionality in future.
- Bug fixing

If these requirements were not met, the client risked operational disruptions, compliance issues, and reduced trust from healthcare providers.

Solution

The client partnered with Andersen to establish a Managed Services model designed to maintain the platform's resilience, protect sensitive data, and continuously refine its performance on AWS. The collaboration followed a phased approach covering onboarding, transition, and full operational management
Key AWS services leveraged in the solution included:

- **Amazon EC2** and **Amazon ECR** for scalable application hosting and containerized workloads.
- **Amazon S3** for secure storage and retrieval of large medical images.
- **Amazon CloudFront** for global content delivery with low latency.
- **Amazon CloudWatch** and **AWS Lambda** for automated monitoring, alerting, and remediation.
- **Amazon EKS (Kubernetes)** for container orchestration.
- **Amazon MSK (Managed Kafka)** and **Amazon ElastiCache for Redis** for real-time messaging and caching.



Managed Services Scope

- **Change and Release Management** – review and controlled deployment of application changes, reducing risks of downtime.
- **Incident and Problem Management** – 24/7 monitoring, triage, and resolution of incidents with root cause analysis to prevent recurrence.
- **Performance Optimization** – proactive tuning of AWS resources and system configurations to improve response times and cost efficiency.
- **Capacity Management** – scaling of EC2, Kubernetes clusters, and storage resources in response to demand.
- **Backup and Recovery** – verified automated backups of databases and imaging data, with tested recovery processes.

Results and Benefits

By leveraging Andersen's Managed Services, the client realized clear gains in reliability, compliance, and operational efficiency.:

- 99.95% uptime of the platform, ensuring uninterrupted access for healthcare professionals and patients.
- Improved system response times, enhancing user experience for clinicians.
- Faster incident resolution – mean time to resolution reduced by 50% due to proactive monitoring and automation.

These results allowed the client to focus on expanding their medical imaging services while relying on Andersen for efficient and continuous AWS operations.

Engagement Timeline

- **Start Date**: May 2023
- **End Date**: Ongoing

About Andersen

Andersen is a global IT services provider with expertise in cloud transformation, software engineering, and managed services. Leveraging AWS best practices and specializations, Andersen delivers end-to-end support for mission-critical workloads, combining proactive operations with continuous optimization. The Managed Services practice ensures clients achieve business outcomes with maximum reliability, cost efficiency, and compliance on AWS.