



**Swiss healthcare
company ups Remote
Service Platform to
Azure for better
reliability**

Client background

Client name: Swiss multinational healthcare company

Industry: Pharmaceuticals and diagnostics

Products or services: Pharmaceuticals and diagnostics

Geography or areas of operations: Worldwide

Number of customers/who are their customers? 100 million+

Any other relevant detail such as total annual revenue: CHF 56 billion+

Challenges

The client is a market leader in diagnostic products for the healthcare industry and creates differentiation through advanced instruments, which require performing at the highest levels of availability and reliability, backed by superior customer service. In order to meet and exceed customer expectations, the client required the following capabilities:

- Rapid response and resolution of issues impacting customer: Transfer alerts, notifications from devices to business apps and screen-sharing to remote devices
- Remote upgrade of instruments: Frequent download of software packages and upload of device data
- Support above capabilities for growing instrument population

Solution

Azure hosts the Remote Service Platform leveraging Azure IoT Hub, Azure PaaS, Azure IaaS, Azure Security and Azure Monitoring & Management services.

The solution followed a service orientation approach where each service owned a defined

The client scaled up the availability, reliability, scalability and performance of its services through the Remote Service Platform

functionality, exposed through defined interfaces and was designed to meet quality of service required from scalability, performance and other non-functional attributes.

This approach enabled individual service components to scale up by leveraging the cloud infrastructure.



Business impact

The client was able to achieve high concurrency with low latency and was capable of continuous integration & deployment. DevOps helped with the dashboard, KPI & metrics. It also included integrated management & monitoring of different services and applications. The system evolved to

handle more data insights and now handles full IoT scenarios. It is also able to handle new device types & business applications along with handling growth in device base & activity.



“Wipro transformed the client’s existing legacy application architecture to the evolutionary architecture. The solution was implemented on an Azure IoT-based architecture to connect, monitor and manage around one million devices. The scalability of the products has been significantly increased and horizontal scaling for all technology layers is possible now.”

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