

eService Portal



Company: Large Multinational Corporation

Location: Japan

Customer Description

The customer is a medical subsidiary company of a large multinational corporation, whose medical equipment and related software are being sold throughout the world, including Japan, US, The America's, Australia, Asia and Europe.

Business Need

The customer required a new and innovative Website & Service Center Portal for the use in hospitals, medical centers and clinics around the world. The Service portal contains a number of strong features, including, an Engineering Center for the engineers to monitor and track equipment and a central position for hospital staff to login and find all related files and contacts.

The users can do the followings:

1. View details on upcoming industry conferences, exhibitions and medical academy forums
2. View the latest reports/alerts for their medical imaging equipment
3. Manage the sending of alerts and messages
4. View work orders and their status
5. Manage the required scheduled maintenance for equipment
6. Review documentation on the medical imaging equipments
7. Send emails to responsible engineers and the hospital where the equipment is located

Solution Offered

As required by our customer we provided a powerful Service Portal, which covered all their needs. Intechno divided the Service Portal (eService) into four main components: Web Portal, Alert Manager, Report Maker and Schedule Management Tool.

1. Web Portal

The web portal is the interface with the hospital users. Depending upon who logs in, this will determine what is shown to that user based on a series of roles. As the system is web-based the customer required a high level of security, so we integrated a SSL authentication certificate. The user ID comes from the Web Server, then the user's authority information is retrieved from DAS through the CORBA interface. The format of the certificate is X.509 version 3.0.

2. Alert Watcher

The Alert Watcher is focused on monitoring the operational status of hospital equipment, when a failure or issue is found the system gathers the required information and then automatically sends an alert message along with the relevant information to the Technical Support Staff (TSE). The alert message is visible on the Web Portal and the system will also send an email to the relevant user's email box. The SMTP, POP settings and TSE's mail addresses are configured in system XML file.

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Solution Offered

3. Report Maker

The Report Maker reads a message from the queue, automatically generates the relevant report for the medical imaging equipment described in the message, and then registers the report in Oracle9i iFS Server via FTP. Following that, the Report Maker registers the URL corresponding to Oracle9i iFS Server and the destination address in DAS as a history record.

The Report Maker operates as a Windows2000 Service. An instance of Report Maker accepts messages from either Periodic Report queues or QA Report queues and creates periodic reports or QA reports using the Report Creator.

The reports are created by using Crystal Report and also can be seen on Web Portal. The reports include:

- Performance Report
- Summary Report
- Trends Report
- Image Quality Assurance Report
- Statistics Report
- Quality Reliability Report
- Radiation Dose Report

4. Schedule Management Tool (SMT)

The hospitals equipment requires preventative maintenance to be performed on a periodic basis; we developed an intuitive scheduling system that alerts the Customer Engineers when equipment is requiring service. The system will also check the status of equipment at periodic times. This maintenance will be performed by the CE (Customer Engineer) and managed by the ASM (Area Service Manager). SMT shall be used to manage the scheduled alerts.

ASMs use SMT for:

- View customer's request and create schedule.
- Confirm the schedule
- Approve the change request

CEs use SMT for:

- Confirm the schedule
- Input the maintenance result of medical equipment

Hospital users use SMT for:

- Confirm the schedule
- Request new maintenance

Benefits to Customer

- Intechno's extensive knowledge base in the medical software industry and domain expertise resulted in developing an approach that exceeded the customer's requirements and delivered an innovative solution within the assigned deadline.
- Utilizing a Global Delivery model, 40% cost benefits were realized for the customer.
- Technical challenges were overcome by using Intechno's previous experience and superior methodologies, resulting in a high quality, flexible and user-friendly delivered solution.

Technology Used

- Windows 2003 server
- JSP, Java Bean, Web Service, Tomcat, CORBA, SSL, Log4J
- Rational Rose, MS Project2000, MS SourceSafe 6.0, Rational ClearQuest
- Oracle 9i

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