

# Imaging ASM

Experience the digital age of  
radiology management



In the ever-evolving realm of contemporary healthcare, efficiently managing radiology workflows and seamlessly integrating imaging systems pose significant challenges for radiology departments. Without a standard image exchange, these departments often grapple with disparate systems and scheduling inefficiencies. By leveraging a sophisticated solution to optimize workflows, these departments can enhance overall patient care.

The merging of radiology information systems (RIS) with picture archiving and communication systems (PACS), and their ability to work with other systems, signifies a new era in managing radiology workflows and offers numerous significant benefits through this combined integration.



## Success story

Application support and maintenance (ASM) services for the intelligent process automation application portfolio for one of the largest radiology groups in the US.



### Business challenge

The client sought an ASM partner to consolidate various RIS, PACS and other technology, operations, data and reporting applications to identify opportunities for automation, increase business efficiency and reduce redundancy.



### Solution delivered

To solve the business challenges created by consolidating vendors, we implemented a specialized team for quicker resolutions, an RPA-based automation platform, chatbot integration and automated ticket routing to reduce the time to resolution and enhance efficiency. We leveraged HCLTech's ASSET™ framework during the transition to minimize the impact.



### Benefits delivered

The radiology group achieved a substantial increase in operational efficiency by reducing the incident resolution time by 80%. By utilizing runbooks, incident reduction increased by 30% and incident aging (>7 days) was decreased by over 80%, ensuring a smoother workflow.

# RIS/PACS integrations and support services

HCLTech offers a holistic and innovative suite of services to transform healthcare imaging seamlessly. Our integration and support services, and the systems we integrate with include:



Acute  
EMR



Ambulatory  
EMR



Physician  
practice EMRs



Dental office  
EMRs



Surgical info  
systems



Physiotherapy  
clinic EMRs



Medical  
devices



## Product engineering and enhancements

Design, development and feature enhancement to improve functionality, efficiency and user experience



## Application rationalization

Assessment and optimization of the application portfolio to improve efficiency



## Mobile imaging support

Support for mobile imaging applications that allows healthcare professionals to review medical images on their mobile devices



## Cloud adoption

Migration of imaging applications to the cloud, to enhance accessibility, scalability and cost-effectiveness



## Quality assurance

Next-gen quality assurance services that includes intelligent testing, life cycle automation platform with built-in AI/ML and cognitive algorithms, all integrated with model-based testing and CI/CD tools to support continuous testing



## Clinical service desk

Dedicated white glove service with SMEs and CoE teams for effective and efficient issue resolution



## Maintenance

System maintenance, including software and version upgrades



## Infrastructure support

Technical assistance and maintenance activities, including hardware maintenance, software support, network management, security services, backup and disaster recovery, performance monitoring, technical support, capacity planning and compliance regulation



## EMR support

Seamless interoperability and interface set up for all industry standard EMRs



## AI/ML/Automation

AI-based automation techniques to enhance diagnostic accuracy and workflow efficiency, enabling personalized treatment plans and real-time quality assurance, to propel the evolution towards precision-driven healthcare



## New rollouts

Helping implement new RIS and PACS systems and integrate with existing EMRs and other systems



## Why choose HCLTech?



**15**

RIS & PACS  
products enhanced  
and managed



**100+**

RIS + PACS product  
engineers



**150+**

RIS implementation  
and support  
associates



**11+**

years in EMR and  
ancillary product  
development

### Key differentiators:

- Senior level RIS/PACS domain and technical experts
- Dedicated RIS/PACS knowledge management, training and certification program
- Highly capable support team with more than 80% first contact resolution
- Radiology CoE, a core team of resources with extensive implementation, support and development experience in imaging applications such as RIS, PACS and digital imaging and communications in medicine (DICOM)
- Global team providing 24x7 coverage for critical applications while delivering operational cost efficiencies





## Conclusion

HCLTech's imaging ASM services offer comprehensive management for core imaging applications, PACS, DICOM and related technologies. With dedicated teams adept with swift issue resolution, vendor streamlining and cloud migration proficiency, we can help the life sciences and healthcare industry drive a refined operational framework. Harnessing advanced automation and AI-driven industry solutions, we empower radiology organizations to seamlessly optimize processes, manage disruptions and achieve excellence in their day-to-day activities.

# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 218,000 people across 59 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending September 2024 totaled \$13.7 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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