

CASE STUDY

Enhancing Performance Monitoring for Global Manufacturer of IVUS Equipment

Client Profile

A leading U.S. manufacturer of Intravascular Ultrasound (IVUS) equipment, focused on advancing medical technology through innovation.



The client achieved improvement in **operational effectiveness** and **customer satisfaction**, fostering **stronger relationships** with healthcare providers.

CHALLENGES

The client faced problems related to: -

- Lack of visibility into the procedures done on the IVUS equipment
- Absence of real-time alerts and notifications for equipment maintenance
- Inability to scale across platforms
- High maintenance costs, leading to inefficiencies

SOLUTIONS

ITHENA implemented **Business Transformation solution** that provided full visibility into the performance of IVUS equipment.

Performance Monitoring

1

Created an architecture for data transfer from the Evident Vascular system to a centralized platform, ensuring efficient and reliable performance monitoring

Data Pipeline & Cloud Infrastructure

2

Developed a secure data pipeline and cloud infrastructure to facilitate the seamless transfer of performance data from IVUS devices

Software Updates

3

Designed and implemented software updates to enhance equipment functionality and maintain optimal performance

User-friendly Monitoring Application

4

Delivered an intuitive application for real-time equipment monitoring and proactive maintenance

BENEFITS

40%

Reduction in total maintenance costs

21%

Improvement in operational efficiency

27%

Enhanced customer experience



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