FLEXIBLE, AGILE AND SCALABLE GLOBAL MOBILITY PLATFORM SUPPORTING A LEADING MEDICAL TECHNOLOGY COMPANY TO PROVIDE ELEVATED CUSTOMER SERVICE

"Tata Communications MOVE™ platform has enabled a seamless global roll-out of end-to-end 4G connectivity that does not require complex management or connectivity inconsistency, allowing us to focus on our customer service and ensuring patients receive the best possible attention."

Leading Medical Technology Company Spokesperson

Global 4G Connectivity with an upgrade to 5G in the future

Remote monitoring and upgradation

CHALLENGE

A market leader in providing medical imaging and diagnostic systems to hospitals and clinics globally was previously using best effort device connectivity provided by the clinic/hospital internet access. This was inefficient, primarily due to security concerns and control over connections. Hence, the Customer was looking to reduce complexity by partnering with a specialized single provider who could provide global connectivity for their equipment.

SOLUTION

Tata Communications MOVE™ Global IoT Solution enables end-to-end connectivity for all the ultrasound machines and computed tomography scanners for 48 countries initially. With the multi-network coverage and the use of local profiles, the solution ensured wide coverage availability and local regulatory compliance with eSIM hub and business rules engine enabling the data flow from the medical devices to the customers remote services application.

RESULTS

Global 4G connection now enables the Customer to provide elevated services to various hospitals & clinics by always keeping their systems up & running and available for patients. The customer can deploy remote monitoring and support services, as well as over the air (OTA) software updates across all their existing and future markets. The flexibility, agility and scalability of our global mobility platform can accommodate their future use cases, positioning us as a long-term, future-ready partner.

Deployed in 48 countries worldwide

SERVICE & SUPPORT

Tata Communications has supported the customer with a complete project team to support the implementation. Our end-to-end service wrap ensures right fit connectivity including advice regarding compliance with local telecoms requirements concerning connectivity and data sovereignty across all countries where the service will be deployed.

Enabled product innovation