

CUSTOMER SUCCESS STORY

Empowering HR operations with
azure cloud and xera chatbot

INDUSTRY: **HEALTHCARE**



ABOUT THE CLIENT



INDUSTRY: HEALTHCARE

A leading R&D entity in India partners with a government-backed telemedicine platform to enhance healthcare accessibility. The research organization provides digital infrastructure expertise, enabling remote medical consultations through advanced technology.



BUSINESS CHALLENGES



Legacy on-premises applications faced scalability and downtime issues stemming from resource limitations and manual upkeep.



Setbacks in customer interaction, data management, and analytics due to ineffective CRM system.



Lack of visibility and real-time insights due to disconnected data sources.



Security vulnerabilities and compliance risks impacting business continuity.



High operational overhead with manual processes leading to lower productivity and delays.



TECHNOLOGIES USED

01



AZURE CLOUD (END-TO-END)

02



AZURE DEVOPS (CI/CD PIPELINES)

03



VIRTUAL DESKTOP INFRASTRUCTURE

04



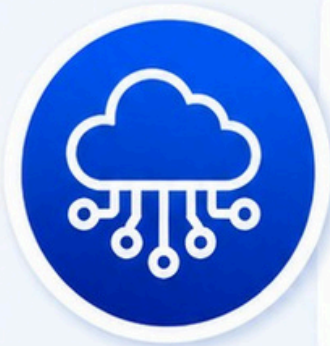
DATABASE ADMINISTRATION

05



DATABASE MIGRATION

SOLUTION OFFERED



MIGRATION TO AZURE CLOUD INFRASTRUCTURE

- Utilized Azure Virtual Machine for seamless lift-and-shift migration.
- Leveraged Azure Storage Accounts.
- Employed Azure MySQL Flexible servers.



DEVELOPMENT OF CRM APPLICATION

- Architected a microservices-based CRM application on Azure Container Apps.
- Implemented Azure SQL Managed Instance for managed, highly available database instances.
- Utilized Azure App Service for containerized application hosting.
- Established CI/CD pipelines with Azure DevOps for automated build, test, and deployment processes.



BUSINESS IMPACT



High availability ensured for legacy and CRM apps, reducing downtime.



Proactive issue identification via automated monitoring, maximizing reliability.



CRM app equipped with auto-scaling for optimal performance and cost-efficiency.



Azure Container Apps used for seamless workload fluctuations management, optimizing resource use.

