











## **GTI Infotel Pvt. Ltd.**

601 Tower A, Smart Homes Hazipur, Sector 104 Noida UP 201304 http://www.gtiinfotel.com +91-120-6580041 info@gtiinfotel.com I. Organizational Profile of Consortium Partners

MEDIC

- GTI Infotel Pvt. Ltd.
- CompuRx Infotech Pvt. Ltd.
- eVaidya Pvt. Ltd.
- Team Structure for the Project
- II. Understanding of the Project Requirement and Scope Solution
- III. Project Management Plan (Approach & Methodology/Activities/Timelines)
- IV. Learning from Similar Experience
- V. IT System to be used and other technical aspects of the project
- VI. Live Demo of Application





















# About GTI Infotel Pvt . Ltd.

## **About Us:**

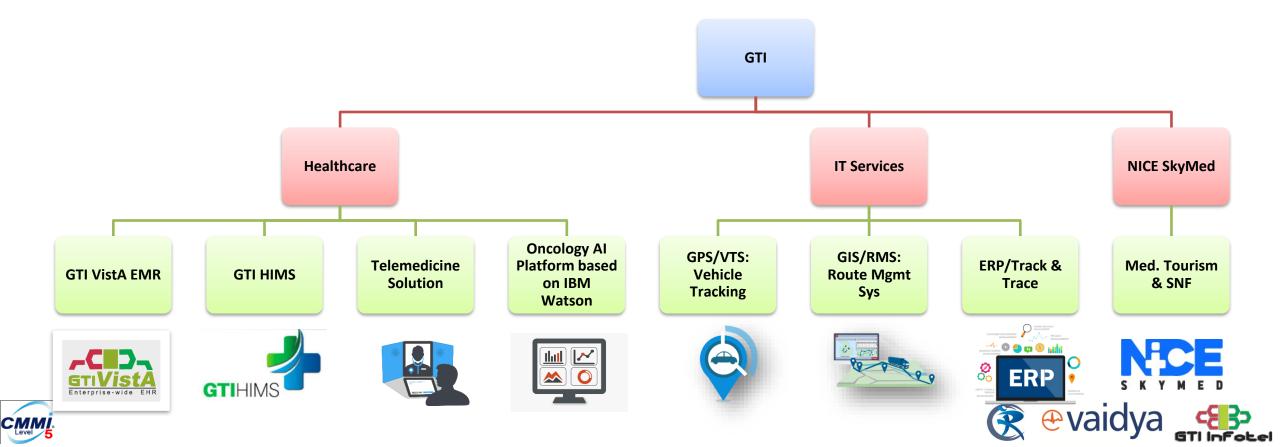
- Established in 2008
- A CMM L5 & ISO 9001:2015 Co.
- HQ in Noida/Delhi
- Subsidiary GTI Infotel, Inc. in the US
- 200 employees worldwide

## **Recognition & Awards:**

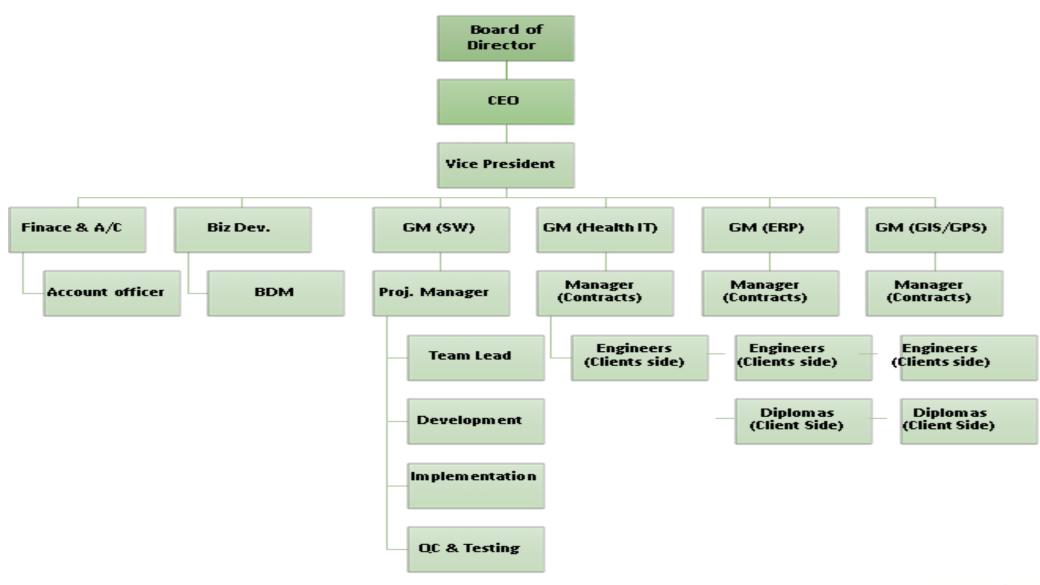
- Paper Presentations: Vista Community Meet, Fairfax, VA & Sacramento, CA, HIMSS, AIIMS, IIHMR & others
- Awards: OSEHRA, eIndia 2010, eIndia 2011, eHealth Expo 2011, mBillionth South Asia 2010 & IETE Gadadhar Memorial

## **Technology Expertise:**

- **DB:** SQL, PostgreSQL, GT.M, Cache & Oracle
- **Tech:** Java, JavaScript, PHP, C#, C++, .Net
- OS: Windows & Linux
- Mobile: Android & iOS
- AI: IBM Watson



# GTI detail organizational profile









# GTI's Presence In Madhya Pradesh

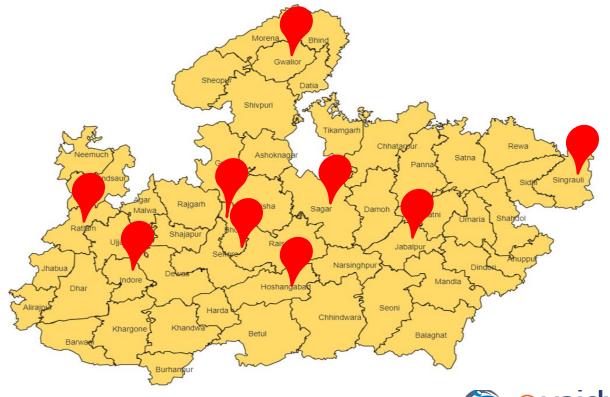
GTI has various other projects ongoing currently in Madhya Pradesh. GTI has been handling one of two of its projects in the state of MP for Indian Oil Corporation Limited (IOCL):

- GEO RTD Project for Route mapping of IOCL Trucks moving around in the state
- QR Code (Track & Trace) for Servo Oil Lubricants used for vehicles (Product of IOCL)

To make sure smooth run of the project, GTI Has well established offices around MP along with sufficient Manpower to look after the transportation of IOCL Trucks as well as the Servo Oil Lubricants.

## Our Presence in MP:

- Bhopal
- Indore
- Jabalpur
- Gwalior
- Ratlam
- Sagar
- Jayant
- Itarsi
- Bakaniya









# ORGANIZATION PROFILE - CompuRx Infotech Pvt. Ltd

# Sector Health = Dedicated

# L T T PVT Infotech Ä Compu

#### **Product Components**

Integrated System with more than 36 modules, covering every task of Hospital or any other Healthcare Providing Organization & capable of working in an enterprise environment. These modules can work independently also in some one wish to try only few modules on independent nodes.

#### **Product Highlights**

- Detailed / Unique EMR System.
- Detailed / Unique PHR System
- Speech Recording & Image Editing Facilities, Barcode Enabled
- Lab Reports, all Cards / Receipts / Requisitions.
- Detailed Drugs / Brands Database with Complete Drug
- Innovative Diagnosis System Based on Organ / Department / Sign & symptoms
- Automatic Critical data Calculation like Electrolytes, Drug Dose
- Foolproof Prescription writing Facility. Critical Care management
- Consolidated Patient History for Multiple Departments.
- Respected Commission / Incentive / Reward management Innovative Blood Bank system, with Disease Handling.
- Records Security / Searching by Biometric Devices.
- Dynamic MIS system with unlimited Reports on Customizable
- Graphical Presentation of Investigations & Other Comparative
- Allow Adding / Editing of entire Master Data & system settings.
- Fully Customizable Formula Based / Fixed Calculations. Completely Customizable Interface Using Interface Control.
- Customizable Code Generation.
- Having both Codeless / Coded Features.
- Enable / Disable System Warnings, Checks, Features Control

TARIFF ENQUIRIES

ADMISSION DETAILS

OPD CLINIC DETAILS

LISAGE

AVAILABILITY DETAILS

OCCUPIED BED STATUS

PATIENT RELATED INQUIRIES

PATIENT'S REGISTRATION DETAILS

PACKAGE DEAL INFORMATIONS

OUTPATIENT APPOINTMENTS

WARD MANAGEMENT

PATIENT DRUG REQUISITIONS

DAILY PATIENT DRUG DETAILS

PATIENT DAILY PROGRESS SHEET

BED TRANSFER DETAILS OF PATIENT

PATIENT CRITICAL CARE EQUIPMENT

FRONT DESK & ENQUIRIES & BOOKING

#### **Technical Specifications**

- Developed using Latest technology
- A complete 3-tier architecture application builds on standard coding & designing guidelines.
- World's best & web compatible third party controls used to provide maximum functionality with provision to customize at
- Final product will be Multi backend compatible.
- Each Module can be installed and run independently with complete features
- Every module can be linked with a specified portal to deploy
- latest data updates Compatible with all standard imaging / scanning devices
- Entire project or part will be web enable with minimum efforts in no time.
- Compatible with standard Barcode devices to save infrastructure
- An additional backup server can be installed.
- Data can be exported into various formats. Entire project or part can communicate with another installation
- through internet. All reports can be delivered through email.
- All predefined master data & required minimum data entry to
- Data backup can be stored on cartage tape or on CD / DVD media storages.

Front Desk / Help Desk Module respond to various inquiries about Tariff Details

of all the Services according to the different bed categories, occupancy & vacant

bed details, Admission / Discharge details, bed census, patients registration

details, outpatient appointments, bed categories, and the patient's movements.

Module also Provide Advance Schedule Booking for Admission & Other Services

for the Patients, provide Pre-defined Package deals for patients, Doctor

Accounting Information for the Doctors, Doctor Consultation and Scheduling and

Time Allocation. The Module can also deliver diagnostics reports to the patients.

Ward Management System provide maintenance of admission notes, daily

Notes, daily observation, treatment book, service / treatment scheduling, ATR,

History, Physical Examination, Patient condition, Cross consultation, patient

isolation, special equipment usage, fumigation of ward, room cleaning,

Pharmacy indents, requisition to lab / blood bank / CSSD / laundry / pharmacy

/ ambulance etc. It also manages the dose delivery according to the treatment

book. Patient status can be checked or mailed to other consultant for medical

### A state of art, highly self customizable Outdoor Patient Management Software

**OUT PATIENTS CLINICAL MANAGEMENT** 

#### MEDICAL ALERTS DETAILS. REGISTRATION CARD

- GENERATION
- PATIENT VISIT GENERATION REVISIT GENERATION
- REGISTRATION CUM VISIT SLIP
- RENEWAL OF OPD CARDS PRIVATE & GENERAL CLINIC
- is backed by complete clinical information of various diseases, drugs, brands & laboratory investigations which may help clinicians in decision making, process handling & interpretation. Every doctor in OPD can individually customize the software for himself according to his whims & preferences and save the settings

#### IN-PATIENTS A/D/T MANAGEMENT

Highlights

Highlights

- INPATIENT ADMISSION
- CONSULTANT VISIT ENTRIES BED TRANSFER DETAILS
- DRUG / MEDICINE DEMAND NOTE TO PATIENT / PHARMACY
- MEDICINE RETURN TO PATIENT / PHARMACY
- MEDICINE INDENT & MRN

A stat of art, highly self customizable IN-Patient Admission / Discharge / Transfer / Billing Management module is used to perform all financial activities required to admit, treat, examine and discharge any patient. This module is able to handle any IPD activity / services like TPA scheduling for indoor patient, doctor's visit, RMO's clinical notes, staff nurse notes, progress report, discharge, bill, medicine demand note to pharmacy & patients, medicine transfer, indent, return to pharmacy, return to patient, on multiple machines with different parameters. Software is backed by complete clinical data of various diseases, drugs, investigations and pharmaceutical trade names, and interacts with pharmacy for transfer / issue & return of medicines to indoor patients.

which is able to handle any OPD activity / service like appointments of multiple

Doctors, consultations and payments, registration, OPD Card generation, service

slip generation, renewal of OPD Cards, patients visits, Revisit, x-ray, investigation

scheduling & billing etc. on multiple machines with different parameters. Software

#### LABORATORY & RADIOLOGY MANAGEMENT

#### Highlights

- INVESTIGATIONS ITEMS DETAIL
- PACKAGE CREATION INVESTIGATION PROFILE
- MAINTENANCE
- NORMAL VALUES FOR INVESTIGATIONS
- IPD & OPD INVESTIGATIONS REQUISITION

Laboratory Management Module includes all the investigations performed for the patient during and after the treatment. Digital storing of X-Rays, CT Scans, MRI, ECG. Ultrasound reports using any standard scanning / imaging device in the patient's records / History is possible using this module. This module helps in maintaining all the investigations and diagnostics data with all the financial data intact. This module also provide IPD & OPD investigation requisitions, result entry of investigations, contains complete information of about 4000 investigation, investigation profile maintenance, sample container details, movement & maintenance. Also provides package creation for IPD & OPD.

#### Highlights

### **BLOOD BANK MANAGEMENT**



- BLOOD COMPONENT SEPARATION
- SCREENING OF BLOOD BAGS CAMP ORGANIZATION BLOOD TEST & MEDICAL TEST
- IPD & OPD REQUISITIONS
- DISBURSEMENT OF BLOOD COMPONENTS

Blood Bank Management system is a comprehensive module to perform all the activities involved in the blood bank. This module takes care various blood bank activities like blood component separation, screening of blood bags, organizing donation camps, performing blood test & medical test, requisition from IPD & other departments, issue of blood components to various departments, disposing blood components, replenishment of blood components, blood bank inventory mainagement, donor card generation, cross matching etc.

#### Highlights

- STOCK MANAGEMENT
- MULTIPLE STORE MAINTENANCE ITEM MOVEMENT WITHIN ALL STORES
- DISPENSING & PURCHASE UNDER ANY STORE
- INDIVIDUAL STORE FOR EACH DEPARTMENT

Purchase & Inventory (Individual & Centralized Stock & Purchase) Management Module is a, highly self customizable module which is able to handle any Stock / Purchase related activity / services (Purchase, Return, P.O, Expiry, Disposal, Wastage, Stock Audit, Transfer, and MRN) on multiple machines with different parameters. Software is backed by facilities for discount adjustment, free deals, VAT, Sales tax and other taxes which may come up during such activities. Through this module you can zero in immediately on the minimum costing item from a large database of items of similar specifications & order it, saving revenue on every purchase. Minimum stock level alarm & Bar coding of all items is also possible.

Drug Store & Pharmacy Management is a, highly self customizable module which

is able to handle any Retail Pharmacy / Wholesale Pharmacy, Hospital Pharmacy,

Sale on Cost, Free Dispensing and Medical Dispensary activity / services on

multiple machines with different parameters. Software is backed by complete

clinical data of drugs & brands, drug Interactions, patient's safety details, special

precautions, warnings, complete drug formulations and pharmaceutical trade

names, with automatic drug interactions and other patient safety detail checks.

#### Highlights

- STOCK MANAGEMENT MULTI UOM
- PRODUCT TYPE SUPPLIER INFORMATION
- SUPPLIER ITEMS
- PACKING INFORMATION
- PRODUCTS DETAILS

#### TREATMENT CENTRE MANAGEMENT

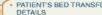
**PURCHASE & INVENTORY MANAGEMENT** 

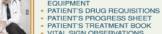
**DRUG STORE & PHARMACY MANAGEMENT** 

- PATIENT'S BED TRANSFER
- PATIENT CRITICAL CARE EQUIPMENT
- PATIENT'S PROGRESS SHEET
- VITAL SIGN OBSERVATIONS DAILY PATIENT'S DRUG DETAILS

This module provides Graphical presentation of PULSE, TEMP., B.P., & OTHER VITALS. If nursing staff misses to carry out treatment at the slotted time then AUDIO-VISUAL alarm would activate automatically to remind them to carry out treatment. Dose delivery & RMO / Nurse's remarks / notes can be generated using

#### Highlights











Highlights

Highlights

DOCTOR ACCOUNTING CONSULTANT'S OPD / IPD CHARGES

ADMISSION FEE SHARE AMOUNT REFERRAL FEE

REFERRAL AMOUNT DOCTOR SHARE FOR PRESCRIBED

DOCTOR DISCOUNT

TREATMENT CHART

DOCTOR ADVICE

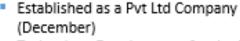
CROSS CONSULTATION

SERVICES TARGET MANAGEMENT TOTAL BILL SHARE AMOUNT

advice by just a single click.

Doctor Accounting Module deals in Consultant's OPD charges, Indoor patient's admission fee, referral fee, referral amount, doctor share from any specified service provided, total bill share amount, doctor discount, automatic TDS adjustment, maximum / minimum revenue status, doctor total collection

# eVaidya: Organizational profile



2011-2014  Technology Development for the Digital Clinic including Telemedicine

 Field trial, First clinic run on trial basis in the Tsunami affected area in Chennai (Dec) with support from Chennai Municipal Corporation 2016

Andhra Pradesh- Mukhyamantri Aarogya Kendram- 29 Centres

Telangana Pilot- 1st Clinic in Rasoolpura

2014

 Successful product demo (Digital Clinic) to the State government Health officials and Corporate companies under CSR activity

 Approval from Govt. of Andhra Pradesh for running tow pilot centres as eUPHC centres (digital clinic)

2015

Akodara Digital Center

 Pilot eUPHC clinic at Vijayawada and Visakhapatnam, inaugurated by Health Minister of AP

 Digital Clinic at Nallalingayapalli, Kadapa under CSR activity (Bharathi Cements)

eUPHC being incorporated for PIP presentation/Discussion (2015-2016)

2017

Telangana Pilot- 2<sup>nd</sup> Clinic in Shadnagar

2019

 Upgradation of UPHCs to eUPHCs in State of Uttar Pradesh

250 eUPHCs

NTPC-Tele-Emergency Clinic

APGENCO- Tele-medicine clinics (2)

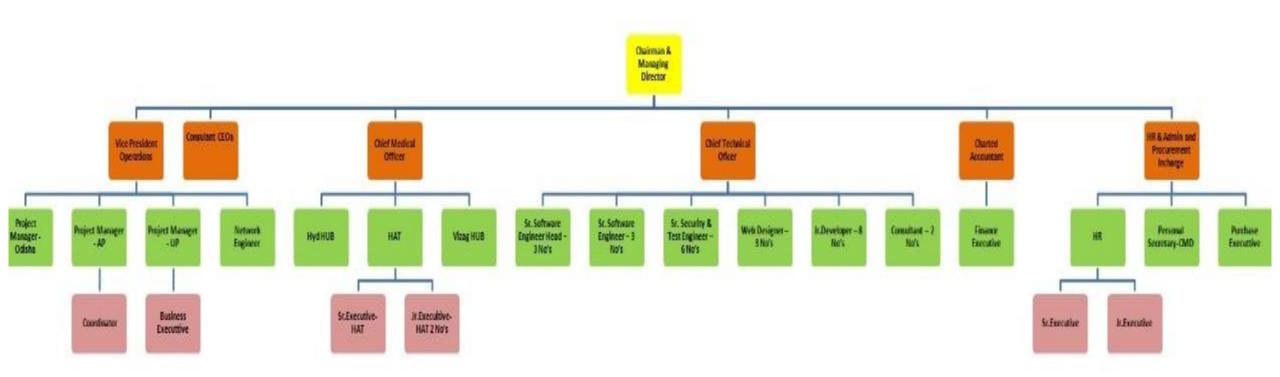
2021

Dial UR Doctor Services to Corporates IHO (Indian Health Organization)















# The proposed team size with the Technical and Functional qualifications

List of staff (Tec	nnical. Mana	gerial)
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3.N	Name	Designation	Qualification	Total Experience	Expertise Skill set				
	•	•	TEAM -1	•	•				
1	Rohit Kumar	CEO	M.S. (USA)	10 years	Software				
2	Aarti	Technical Support	Diploma IT	3 years	I.T & Database,				
3	Anku Bhgat	Technical Support	B.E.	2 Years	I.T & Database,				
4	Shahrukh Khan	Technical Support	B.E.	2 Years	I.T & Database,				
5.	Dr. Anil Vij	Consultant	M.B.B.S MD	5 years	Consultation				
	DEEPESH SHUK LA	General Manager	M.B.A	15 years	Program Managing & Client handling				
		•	TEAM-2.1	•					
1	Pradeep Kumar	Senior Engineer	Diploma I.T.	3 years					
2	Anupriya Puri	Software Developer	Msc (CS)	4 years	Software				
3	Purnima Mishra	Senior Associate (HR)	Diploma IT	5 years	HR management				
4	Lokesh Tiwari	Engineer (GPS SUPPORT	Diploma IT	4 years	I.T & Database				
5.	Akhilesh	Technical Support	B.E	4 years	I.T & Database, Networking				
6.	Rahul Kumar	I.T. Engineer	B.Tech.	2 years	I.T & Database, Networking				
7.	Bharat Raj	I.T. Technician	B.Tech.	1 years	Networking				
8.	Prashant Jha	Technical Support	B.Tech.	B.Tech. 2 years Deskt					
9.	Neeraj Jha	Technical Support	B.Tech.	2 years	Networking				
			TEAM-2.2						
1	M AYA JAI SWAL	Project Manager	B.E.	5 years	Managing				
2	Sstyadev	Technical Support	B.E.	3 years	I.T & Database, Networking				
3	Chandrabhan Singh	I.T Manager	Diploma IT	3 years	I.T & Database, Networking				
4	AtantikaShukla	I.T. Technician	Diploma IT	3 years	Networking				
5	Dishant	Technical Support	B.E	3 years	I.T & Database, Networking				
6	Rahul Sharma	I.T. Technician	B.Tech.	2 years	I.T & Database, Networking				
7	Ravi Kumar	Technical Support	B.Tech.	3 years	Networking				
8	Rahul Dev	I.T. Technician	B.Tech.	1 years	Desktop Engineer				







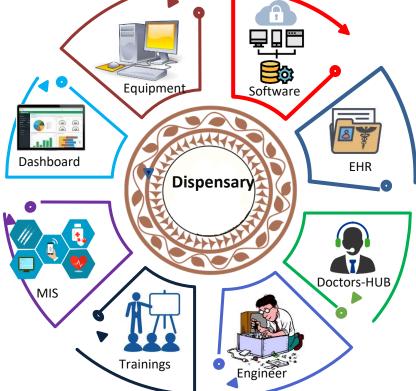
		•	TEAM-2.3	•				
1	ANTI KA RAJPUT Project Manager		M CA	6 years	Software			
2	Ashok Kumar	Assistant Manager	B.Tech.	4 years	Software			
3	Ankit Raj	Technical Support	Diploma IT	1 years	Networking			
4	Rohit Yadav	Software Developer	B.Tech.		Networking			
5	Naresh kumar	Software Developer	MCA	4 years	Software			
6	Kajal Rajput	Software Developer	MCA	1 years	Software			
7	Ajay Kuamr	Software Developer	MCA	2 years	Software			
		-	TEAM-2.4	-	·			
1	Dr. N P SEN	Advisor	B.Sc. Eng & PHD	5 years	Advising			
2	Aprna Shukla	Technical Support	PGDCA	5 years	I.T & Database, Networking			
3	Anup	I.T. Technician	Diploma I.T.	3 years	I.T & Database, Networking			
4	Kapil	Technical Support	MCA	I.T & Database,				
5	Raushan Kumar	Technical Support	Diploma I.T.	Networking				
6	Kapil	Technical Support	MCA	1years	I.T & Database,			
			TEAM-2.5		-			
1	MEGHNA	Project Manager	MBA	5 years	Advising			
2	Nitin Gupta	Assistant Manager	M. A(ECO).	5 years	Managing & Customer handling			
3	Dinesh Tomar	Consultant	MCA	5 years	Consultation			
4	Shikha Singh	Tender Expert	Diploma I.T.	3 years	Tendering			
5	Kiran Pandey	Junior Associate (HR)	Diploma IT	4 years	HR Management			
6	Shashi Kumari	Technical Support	Diploma I.T.	3 years	Technical Support			
7	Abhishek Kashyap	I.T. Technician	B.Tech.	2 years	Networking			

MEDIC







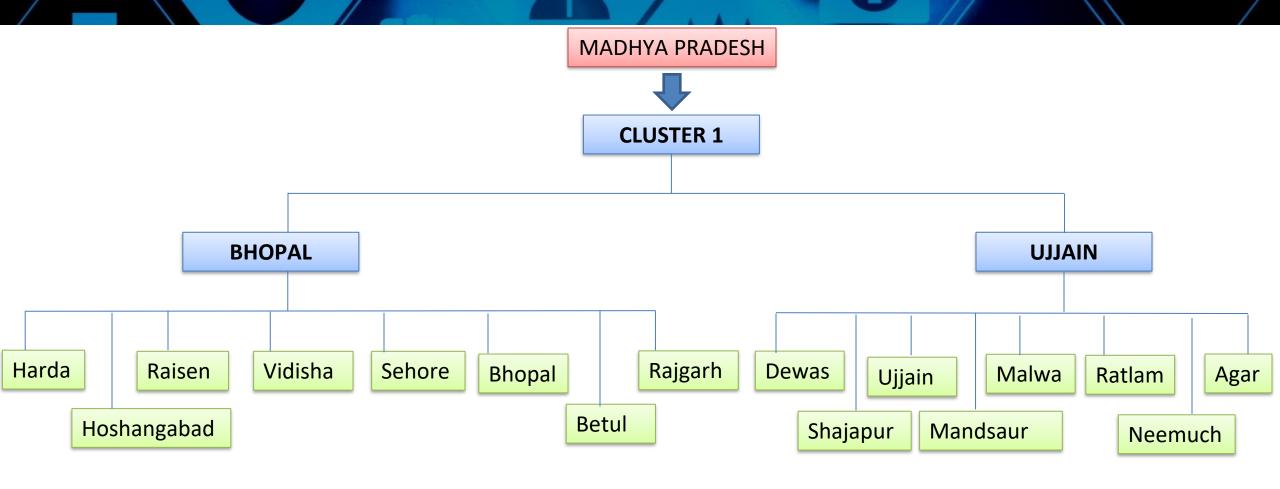








# UNDERSTANDING OF THE PROJECT



**TOTAL NUMBER OF PHCs in CLUSTER 1 = 152 (BHOPAL) + 146 (UJJAIN) = 298** 







- The project is planned in a Hub & Spoke Model.
- Madhya Pradesh is divided into 4 Clusters, with each cluster connected to various Hubs, which can be established anywhere across the country.
- Each Seat at Hub would cater to 20 Spokes. The selected Agency would deploy 3 Clinicians (Hindi speaking) at each hub. The specialists would be:
- General Medicine, Obstetrics & Gynecology and Pediatrics
- The **First Phase** would start with Setting up and Establishment of Spokes & Hubs which would include deployment of all the required facilities, Infrastructure, Manpower, Network establishment, Software Integration etc.
- **❖** The manpower to be deployed at the Spoke by Selected Agency:
- 1 Lab technician per Spoke
- **Equipments to be Provided by the Selected Agency at each Spoke:**
- Microphone, Headphone, Web-cam, Speaker
- Multi Functional Printer
- DG Sets
- Medical Equipments to be Deployed at each PHCs
- Fetal Doppler
- Dermascope
- Otoscope
- To do lab investigations for the patient in clinic
- Inventory of lab consumables
- Providing software solution for teleconsultations
- Liaisoning and coordinate with state level authorities
  - Data analysis and real-time Dashboards to officials 2MBPS leased Line

- ❖ Second Phase is Operation & Management where teaching & training would be given to the Manpower involved in the project on various skills and topics to ensure the smooth functioning of the project.
- ❖ Third Phase is Maintenance in which the selected Agency would work in close coordination with the Authority and ensure the smooth functioning of the telemedicine software, act & resolve any issues related to manpower and supply adequate spares as inventory
- Other than the pre-listed manpower, the agency needs to deploy the following to manage the proper functioning of the project:
- HR Executives per District
- Project Manager at State Level
- Data Analysts
- Monitoring & Evaluation Experts





# Scope of work: Software Features

- HIMS/EMR
- Telemedicine Software
- ePrescription
- Dashboards & MIS
- Real-time streaming, Video Conferencing and remote view of data
- Connecting the software, doctors and the Clinical Equipments
  - Fetal Doppler, Otoscope, Dermascope
- Registration
- LIS & Investigations
- Inventory
- Standards based (DICOM / HL7 / SNOMED CT)
- Pre- Scheduling of Patients with Doctors
- Access to Medical records for Offline Consultation
- Integration with other software and medical devices
- Referral Module
- Role based Access to the software for Security
- Digitally Signed prescription
- Secure & encrypted database storage in the main cloud based/local server.























# Patient Life Cycle at a Clinic



## Registration

- ✓ Demographic details
- ✓ Aadhar care linkage
- ✓ Photo capture
- ✓ UID creation



## **√Vitals Capturing**

- ✓ BP apparatus
- √ Thermometer
- ✓ ENT Probe
- ✓ Digital Stethoscope
- ✓ Pulse Oximeter
- ✓ Derma scope
- ✓ Otoscope
- √ Foetal Doppler



## **Tele Consultation**

- ✓ Clinical history
- √ Family history
- ✓ Complaints
- ✓ Provisional diagnosis
- ✓ EMR

**CDSS** 



Lab

#### Labs

- ✓ Blood Sugars- FBS, PPRS, Random, HbA1c
- ✓ Complete blood picture with ESR and platelets
- √ Widal test, Malaria, Dengue, Typhoid
- ✓ LFT
- √ Lipid Profile
- √ Renal Parameters
- √ HIV, HbsAg, VDRL, ASO, CRP, Pregnancy test



## Pharmacy

- ✓ Inventory Management
- ✓ ePrescription

## CDSS

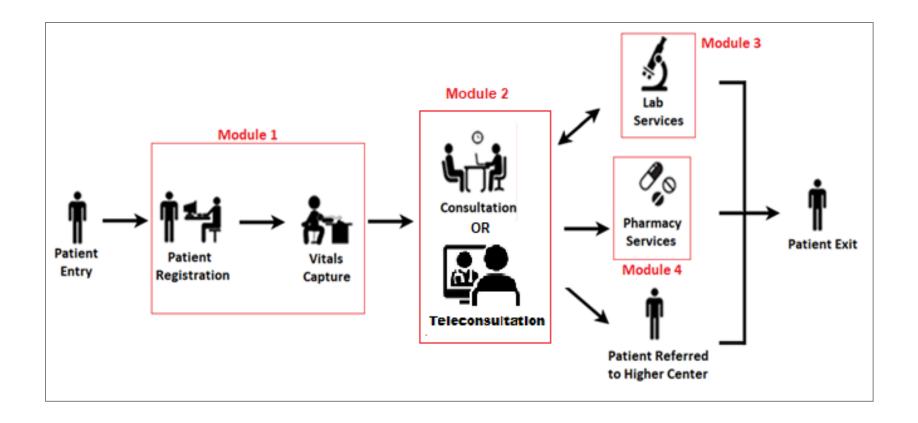
- ✓ Automated Search based on Primary and secondary Diagnosis
- √ Supports Comorbidity
- ✓ Support clinical team with automatic CME/CPD tracking.
- ✓ HER System Integrated
- ✓ HL7 Standard
- ✓ Evidence Based Online Tools
- √ Access it anywhere via mobile , web
- ✓ Prognostic Suggestions and cure







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# Patient follow through





Registration

MEDIC





Doctor Consultation





**Tel Consultation** 











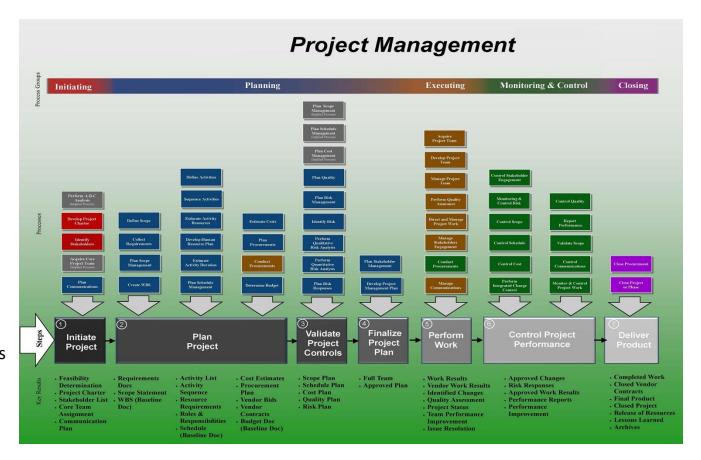


# Manpower/HR Management: Multiple Teams for the Project

## STEERING TEAM

The Steering Team is responsible for ensuring that the project follows NHM's technical, policy and quality standards and procedures. The Steering Team has the following roles and responsibilities on a project:

- Ensure project alignment with overall Department objectives
- Review and sign off on project charter
- Strategic planning and executive decision point resolution
- Cross Agency/Department coordination and stakeholder communication
- Monitor project risks and next steps
- Maintain knowledge of project status to apply to executive decisions across business areas
- Develop, maintain and carryout the business case (concept paper) for the initiative
- Provide advice and guidance to the other project governance teams
- Support the Project Management team with resource acquisition
- Establish overall project requirements and priorities
- Communicate NHM needs, define the business problem, identify expected benefits, and manage expectations
- Outreach to the NHM community and stakeholders
- Articulate a project vision (What it is and what it isn't)









# ... Management Teams



- Owns and drives the project schedule, business requirements, application functionality, and budget
- Drives core project level decisions requiring integration across the other project governance teams
- Submits final deliverables to customer and obtains acceptance sign-off
- Manages the project scope and specifications to meet the Steering Team's requirements
- Identifies tradeoffs between cost, schedule, and deliverable product
- Integrates detailed work plans into one overall project plan
- Develops and executes project quality and configuration mgmt plan
- Manages all subordinate teams' resources and roles
- Coordinates resources, facilities, and team communication
- Tracks project status against project plans
- Communicates with the Steering Team and the other project governance teams
- Escalates unresolved issues to the Steering Team

### **DEVELOPMENT TEAM**

- Design and build product to requirements specification
- Validate potential solutions through input to design, technology evaluations and proofof-concept prototypes
- Estimate time and effort to complete the design and product build
- Develop, configure and customize the product
- Serve as technical consultants
- Support the product installation and deployment

At a minimum, the Development Team is accountable for the following project deliverables:

- Detailed System Design (DSD)
- Production code
- Interface and exchange capabilities, utilities and tool sets
- Converted data from the system that is being replaced, where required Specific responsibilities and activities of the Development Team

## **User Training Team**

- Participate in designing the features to ensure that the product is usable and useful
- Participate in defining user requirements
- Design and develop user support materials
- Participate in product prototyping
- Perform usability testing
- Ensure that changes in the product are reflected in the support materials

At a minimum, the User Training Team is accountable for the following project deliverables:

- Documented process impacts and change requirements
- Employee transition plan
- Training plan and materials including outreach presentations, online help, user manuals, training content, FAQs and job aides
- Updates to policy and procedures
- Training delivery

## LOGISTICS TEAM (DISTT. LEVEL: HR EXECUTIVE, LAB TECH AT SPOKE)

- Serves as advocate for operations, product support, help desk, and product delivery channels
- Participates in design phase
- Supports the product through beta testing
- Ensures that product will be deployable and maintainable
- Ensures product installation sites have the appropriate IT infrastructure
- Provides education to the operations and help desk personnel.

At a minimum, the Logistics Team is accountable for the following project deliverables:

- Project configuration management plan
- Security plan
- Disaster recovery plan
- Capacity plan
- Acquisition and configuration of technical environments for development, testing, training and production
- Installation plan
- Maintenance and on-ongoing operation strategy

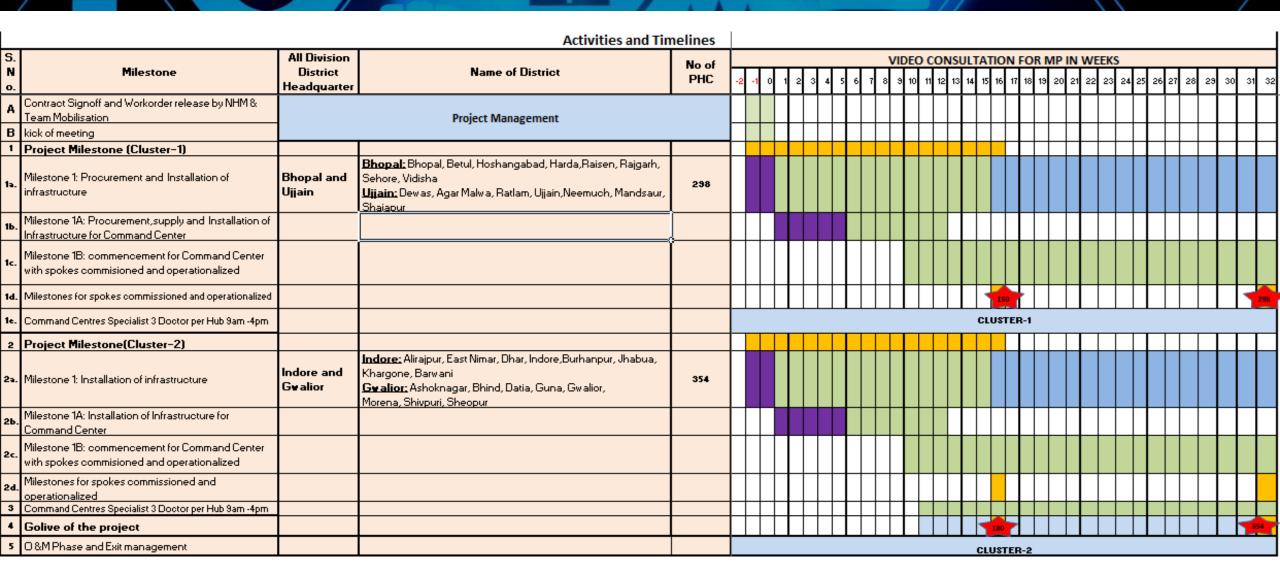






# **Activities & Timelines**

MEDIC



















- 2 Pilot Projects with AP Govt- eUPHC (electronic primary Healthcare Center). Which
  was approved by NHM and given the name eUPHC
- 34 eUPHCs in the State of Andhra Pradesh (Srikakulam & Vishakhapatnam)
- 250 eUPHCs in the state of Uttar Pradesh (18 Districts)
- 2 Digital Clinics for APGENCO (Odisha & Andhra)
- 1 Tele-emergency clinic setup for NTPC-Darlipali thermal power station Odisha
- 1 CSR Clinic with Tele-Medicine for Bharathi Cements Andhra Pradesh
- 1 CSR Clinic with Tele-Medicine for NATCO Pharma Hyderabad
- 4 CSR Clinics for NAADAM Foundation Telangana







- Working experience with National Health Mission in Telangana, Andhra Pradesh and in Uttar Pradesh
- ☐ Introduced digitalization of Primary Health
  Care services for Rural and Urban under
  NHM since 2014
- ☐ Initiated EMR for all the patients
- Providing Teleconsultation services since2015 including specialist consultations
- ☐ Facility managed by us in AP & TS
- Technical support given in UP









# eVaidya Dispensary Setup



Registration



Teleconsultation Room



**Vitals Room** 

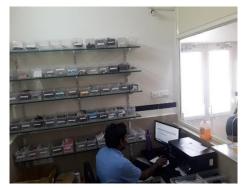


Lab





**Doctor's Room** 



**Pharmacy** 







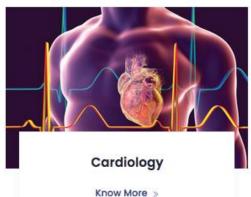
# GTI's Medical Tourism in tie up with leading hospitals (niceskymed.com)

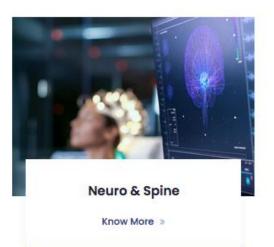
Avail the best in-class medical treatment at a reasonable cost away from your home country. We make your travel easy by facilitating each step – Right at the step of deciding to travel abroad to avail any medical service to help you getting a medical visa.

On your arrival here, we are always present by your side to help you guide through your entire stay by first arranging a safe, hygienic, comfortable place of stay and helping you choose the top hospital, best doctor. We also provide you on call transportation service to help you commute to places.

We provide the services for the treatment of the following diseases:

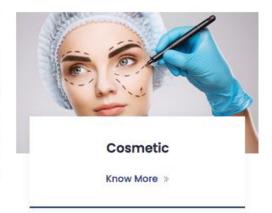














#### Skilled Nursing Facility(SNF)

A skilled nursing facility (SNF) is an inpatient rehabilitation center staffed with trained medical professionals. Nice's SNF caters to Medical Tourism Patients coming to India for treatment.

d More »



#### Senior Care @ Home(SC@H)

NICE provides meticulous care to elderly people whose children are living abroad due to the dynamicity of schedules or for better prospects in life and cannot be with their prents to look after their medical peets

Read More



#### T-1-----

Telemedicine is the distribution of health-related services and information via electronic information and telecommunication technologies.

Read More



NICE signed the Agreement with Aakash Healthcare,

January 16, 2019



NICE signed the Agreement with Apollo Hospital - PAN

January 12, 2019



NICE signed the Agreement with Fortis Hospital - PAN India

March 10, 2019



NICE signed the Agreement with BL Kapoor Hospital,

May 22, 2019



NICE signed the Agreement with Sarvodaya Hospital,

April 20, 2019



NICE signed the Agreement with IBS, Delhi

May 14, 2019



NICE signed the Agreement with Asian Hospital, Delhi

May 14, 2019



NICE signed the Agreement with QRG Hospital, Delhi

May 14, 2019



NICE signed the Agreement with Nayati Hospital, Delhi



May 14.2

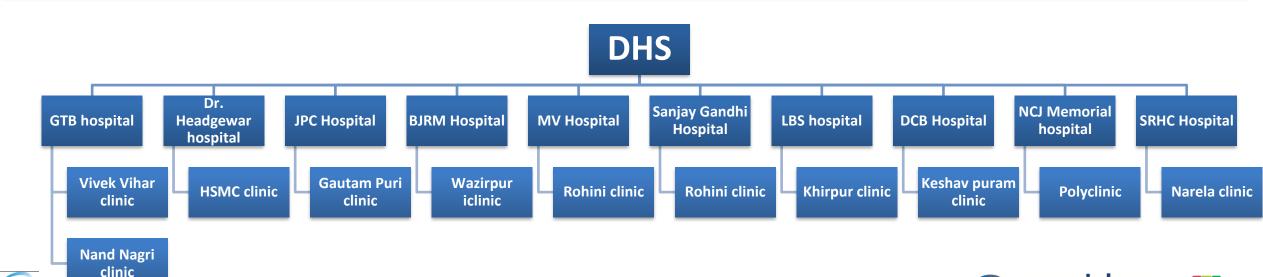
# GTI HIMS at DHS, Govt. of NCT of Delhi & Tele-Consultancy for Govt. of UP

Directorate of Health Services (DHS) of Government NCT of Delhi provides health care facilities at primary and secondary level to the citizens of Delhi through various types of health outlets.



## GTI's Solution caters to:

- 12 Hospitals under DHS with over 3500 beds
- Over 1,00,00,000 (one crore) patients/year for over four (4) years: one of the largest such solution deployed in the country
- HIMS solution deployed across hospital, Mohalla Clinics and Poly clinics
- Turnkey solution including HIMS software, hardware, network, manpower, service and O&M
- Govt. of Delhi Health Analytics









# Other Major Healthcare implementations (all with execution certificates)







# **Medical Call Center & EHR**

- Implemented India's first medical call center catering to Calls from several stake holders including
  - Patients
  - Physicians
  - Roster Management
  - Equipment Management
  - 0&M
  - Appointments
- GTI VistA EHR Implementation
  - Several EMR modules Implemented
  - Machine Integrations
  - eMLC
  - CPRS
  - Vitals
  - Intake/Output
  - Manpower to handle the Clinical Operations

# **VistA EHR based BMS**

- North India's leading 600 bed Cancer Hospital
- GUI based Bed Management System deployed across Clinicians, Registration, Finance, Accounts integrated with VistA EHR
- GUI displayed on Video Wall for information to Staff at various locations.
- View availability of the beds graphically incorporating all the blocks & wards where the Administrator is be able to view the complete hospital including all the Blocks & Wards.
- Mirth Integration Engine used
- Integration with existing HIS systems

# HIMS

- Chacha Nehru Bal Chikatsalaya
- Largest Children Hospital in NCT, Delhi with 215 beds
- Complete HIMS implementation including
  - Registration: ADT (Admission, Discharge & Transfer)
  - Radiology
  - Lab
  - Pharmacy
  - Inventory
  - Cloud based
  - Portal Access
  - Manpower to handle the Clinical Operations







- BITS Pilani: HIMS implementation and support
- VIMHANS Hospital: HIMS implementation and support
- State of Uttrakhand: HIMS implementation and support
- Cantonment Board General Hospital: HIS software implementation and support
- & many more ...



CompuRx Infotech Pvt. Ltd.

Dedicated in Health Sector















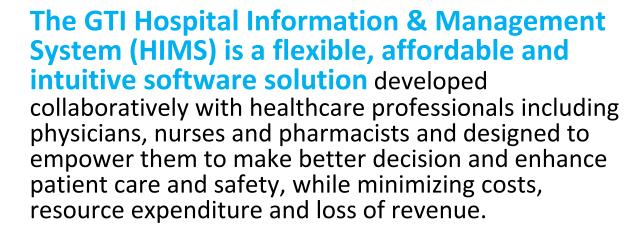








# GTI HIMS: Engineered for Hospitals, By Doctors



GTI HIMS is an integrated and scalable webnative platform that optimizes clinical, financial and operational outcomes. Its modular capability supports simple integration with additional clinical and ancillary solutions to support the continuum of care. Developed using healthcare industry standards. GTI HIMS also allow seamless integration with third-party IT solutions.

It's EHR is powered by one of the world's best <u>VistA</u> <u>EHR</u>, fully supported by GTI & Medsphere.



## Quality for the Clinicians

- On-demand access to patient data
- Improve outcome
- Error Reduction
- Clinical Research
- ICD, HL-7, HIPAA & DICOM Compliant
- Evidence based Clinical Practice

## Care for the Patient

- Improved Patient Safety
- Improved quality of care
- Information availability
- Assured of professional treatment
- · Transparency for Patients

## Management efficiency for the Directors

- Maximize revenue & ROI
- Minimize disruptions & exposure
- Improve staff efficiency & prodcutivity
- Lower administravie cost
- · Lower Lab/Radiology rework
- · Constants updates on Open Source

## **Efficiency for Technologists**

- Prioritize based on data
- · Application Integration & expansion
- Quality Certifications
- · Standardized templating
- Information Security
- Vendor Neutral







# GTIVistA EHR: HIMS incorporates Open Source VistA EHR







# Most Recognized & awarded EHR worldwide

GTI has expertise in development, customization, and deployment of VistA EMR across several hospitals. It has been instrumental in developing and giving back to the Open Source VistA community.

"The VistA system will take about \$4 billion to develop", according to Roger Baker, the Assistant Secretary for IT at the VA. This quote does not include implementation costs.

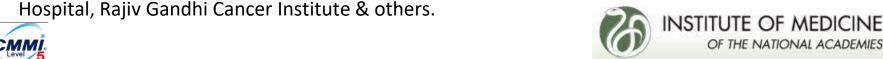
# Implementation around the world

Besides being implemented at hundreds of Government & non-Government Hospitals in the USA, VistA has been implemented in several hospitals at WHO, Mexico, Samoa, Finland, Germany, Jordan, Kenya, Nigeria, Egypt, Malaysia, Brazil, Pakistan, Denmark, etc. In India it has been implemented at JPNATC, AIIMS, Max Hospital, Rajiv Gandhi Cancer Institute & others.

#### SURVEY OVERVIEW:

## 30 EHR systems ranked on 17 dimensions

		Abbreviated survey statements																
	The rankings in this table are based on the percentage of respondents for each system who agree or strongly agree with the survey statements represented in brief form across the top. For each statement, rankings run from 1 (best) to 30 (worst). For each statement, the five best rankings are color coded green and the five worst orange. Systems are listed in order of the sum of their rankings.	Ordering lab tests	Ordering imaging studies	Ordering referrals	Tools for health maintenance	Tools for disease management	Patient engagement tools	Documenting care	Finding and reviewing information	E-prescribing	E-messaging and tasking within the office	'Meaningful use"	Training and support	Higher quality than with paper charts	Customization at the user level	Easy and intuitive to use	Highly satisfied	Would buy again
	EHR systems	Ť	_	_	ř	•	_	_		- wi	_	۶	•	Ī	Ō	ш		_
	MEDENT (N = $33$ )	3	2	3	6	5	4	7	3	1	2	1	4	6	1	7	2	3
	Amazing Charts (N = 99)	12	10	8	3	6	9	2	1	4	3	3	3	4	2	1	1	1
	e-MDs (N = 120)	7	9	9	4	2	1	5	5	6	7	4	7	7	8	5	6	5
Ι.	Praxis (N = 26)	15	14	15	-1	3	8	3	2	23	6	2	1	2	6	6	3	2
#5	EpicCare Ambulatory (N = 392)	5	5	6	9	8	2	10	10	7	9	7	5	10	4	11	10	7
#6	VistA CPRS (VA) (N = 15)	1	1	1	2	1	15	6	7	18	25	15	13	1	25	8	4	8
·	Point and Click EHR (N = 18)	2	4	2	23	25	11	1	14	12	1	21	9	3	23	2	9	14
	athenaClinicals (N = 28)	6	7	4	24	9	12	13	9	10	18	10	6	13	10	9	8	9
	Allscripts Professional (N = 106)	9	12	12	14	15	7	16	8	2	4	8	12	16	5	14	12	12
	SOAPware (N = 41)	22	22	20	10	11	6	8	6	17	19	5	8	11	3	3	5	4
	eClinicalWorks (N = 244)	8	8	7	17	18	16	12	13	8	11	6	11	12	7	10	11	11
	Centricity EMR (N = 209)	11	13	13	8	4	14	15	16	11	10	11	21	5	17	16	14	19
	PrimeSuite (N = 20)	14	11	10	13	16	10	9	15	22	13	14	10	19	11	13	16	10
	Practice Partner (N = 123)	20	15	16	11	10	13	11	11	19	14	12	25	14	9	12	15	15
	Practice Fusion (N = 17)	29	29	14	26	21	21	4	4	15	23	17	2	9	14	4	7	6





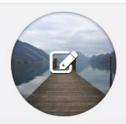












#### PATIENT REGISTRATION MODULES

o Out Patient Department (OPD), IPD & Emergency Registration.

RADIOLOGY INFO. MGMT SYSTEM

· Patient Registration and scheduling, Patient List

· Radiology Department workflow management,

Request and document scanning, Result(s) Entry,

o Interface with modality via Work list.

o Integration of HIMS with CR system.

o Provsion of tagging images with reports for

Provision to develop online teaching library.

Reporting and printout.

o Integration with PACS.

viewing with HIMS.

Management.

- Online appointment system.
- Queue management system
- o Emergency/Admission Registration.
- Registration for Admissions.
- o Issue of Attendant Pass.
- Issue of Attendant Pass.



#### LABORATORY MODULE

- · Laboratory orders registration.
- Bar coded specimens and traceability to results and patients.
- o Templates for normal and abnormal results.
- Billing integration to payable patients.
- o Integration to patient records.
- Integration of Laboratory Equipments (Analyzers)
- o Integration of LIS with HIMS, Inventory, Lab Reagents, etc.



#### **BLOOD BANKING MODULE**

- o Inventory with blood component type, ID numbers, date of collection, date of receiving, source of blood (mother center) expiry date, volume and blood group.
- · Bar-coding and trail of all requests pertaining to blood grouping.
- o Donor details and results updation.
- TAT calculation as per NABH norms.
- o Information regarding arranged/ cross-matched bags/issue ready bags/ partially used bags.
- · Various reports including KPIs, Transfusion reaction report.



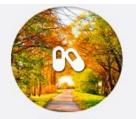
o Deal with Hospital Equipment/Material/Inventory/ Purchase and Supply to different department.

STORE & PROCUREMENT

- o Item, Vendor, Area, master details.
- Supply Order & Challan Detail Entry (with expiry/shelf life and batch no) with Inspection of
- o Raising Indents from various Area Stores.
- o Issue of Items from the Central Store & Area
- o Material return / recall details.
- o Generation and printing of Purchase orders/Supply Orders.
- o Gate Pass And Entry Pass.
- o Rate contracts details.



- Module includes equipment procurement details warranty, AMC, installation, maintenance schedi and records, calibration records with due dates. part replacement details, condemnation records
- Reminders to department and the vendors for Preventive maintenance schedule, calibrations, Equipment led-ger including down time/uptime calculations should be included.
- o Generates breakdown register, history card and other records.
- o Equipment log is available for machines integrate to HIMS system.
- o Audit forms for monitoring legal requirements a per NABH standards.



PHARMACY

- · Allow entries for drugs dispensed through OPD/IPD pharmacy.
- Report consumption pattern by drug or group, stock position etc.
- System generates instructions for use to patients attending pharmacy counter.
- Module also has provision to enter drugs prescribed but not available in the inventory for assessing needs and prescription practices of the prescribers.
- · Drug entry and dispensing of all the drugs.
- o GTI's manpower also maintain upkeep of the drug/pharmacy inventory.
- Provide audit trails as perNABH standards.



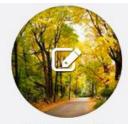
#### DIGITIZATION OF MEDI. RECORDS DPMT

- Electronic records of all the patients is maintained.
- · Patient Discharge Details and case sheets are digitally scanned with certain additional parameters.
- Capture primary and secondary diagnosis for all indoor patients as per ICD codes.
- · Retrieve the history of the patient including OPD/Emergency/Admission for the entire
- System is capable of storing x-ray image records retrieved from radiology department as part of



FINANCIAL MGMT MODULE

- · Enable budget estimates to be provided by different clinical and support departments under various heads.
- · Provide hospitals insights to the planned and unplanned expenditure and expenditure under
- · Provide insight to the assets and provide assets balance.
- History of the records for asset depreciation according to the fiscal period or defined period.
- · Generate reports such as : Balance pursuing, fixed assets turnover at different levels, place, origin, group, account, cost centre and impress account.



**BILLING MODULE** 

- · HIMS' Billing module is provided for the private ward (Room rent, Diet charges, laboratory tests, drugs and consumables, procedures etc.) and in radiology department for ultrasonography (USG) and CT scan and MRI charges.
- Provides disease based per patient expenditure reports under various head described above under this section.



LIBRARY

- · Real time online access to the books and journals inventory to the hospital staff.
- o Online process of books/journal issuance and reminder SMS.
- · The module facilitates online procurement of books and journals.
- · Generate unique barcode identifiers for each item in the library.



#### MIS MODULE

Statistical, analytical & MIS reports generation and printing is done as per contents and format for each report. Live dashboard for various indicators and data sets with traceability to raw data is available fo Patient demographic details and is mapable in mapinfo GIS or equivalent software. Reports under different modules are listed below:

- Laboratory Module
- Medical Record Department
- Stores & Purchase Departments
- o Pharmacy









MEDIC

#### DATA CAPTURED BY CPP

The system has the ability to capture at minimum the following data from the CPP:

- · Registration details of the patient.
- EMR sheet generated for every consultation including diagnosis, prescriptions Record of consultations carried out that day at every Patient Node.
- Schedule of consultations for the next two days at every Patient Node.
- Utilization of specialists/doctors/ paramedic/ counsellors and other manpower deployed as a part of telemedicine project.
- Record of bio-metric attendance of doctors/
   Paramedics/ Counsellors and other manpower deployed as a part of telemedicine project.
- Change of registered mobile number of the patient.
- The system captures details of any complaints registered.
- The system provides view and comment only access of previous medical records of a patient through EMR integrated with the portal to the doctor.



MEDICAL FEATURES

- The system has a provision for the consulting doctors/paramedics/ counsellors to modify clinical details of the patient captured during registration such as chronic conditions, long term medications.
- The system alerts the referral centre regarding the patient through EMR integrated with the portal, SMS and Email.
- Integration with SMS gateway and Email: For information or notification of case to the concerned Public Healthcare Facilities.
- The system generates unique user id and password for all registered patients and forward the same via SMS/E-mail to the patient.
- The patient is able to retrieve information related to medical advice, treatment, diagnosis report, prescription, registered complaints etc. related to the patient.
- The system maintains a databank of addresses and contact numbers of Public Healthcare Centres, government diagnostic centres and medicine dispensaries at government facilities and Patient Node(s) established as a part of Tele-Medicine project.



**TECHNICAL FEATURES** 

- The system enables the patient to download prescriptions and reports in PDF format once they login using his unique id and password.
- · All displays are in English and Hindi language.
- The system supports HIPAA standards for electronic transactions.
- The system include extensive error checking of all user input data, including, but not limited to ICD-10 (Check diagnosis against gender, age, other as necessary) & ICD-10 procedure checking against diagnosis.
- The system maintains a master database of doctors, paramedics, counsellors other manpower employed under Telemedicine Project. The database at minimum shall contain name, Aadhaar number, contact number, Age, Date of Birth, Qualification, Designation, years of experience, location.
- The system facilitates generation of MIS dashboard.
- The system provides for various levels of secure access based on defined roles and responsibilities within NHM based on units (Project locations) with attached roles and privileges.





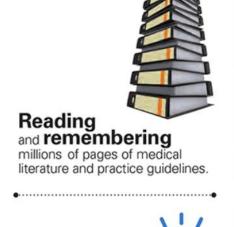


# GTI's AI based Oncology Intelligence Platform developed on IBM Watson and a leading Cancer Institute in India using CDSS

## A TOOL TO ASSIST ONCOLOGISTS MAKE PERSONALIZED TREATMENT DECISION

In India as in other developing countries, 80% of patients are from stage III & IV where the success of treatment is very low. Our objective is to reach the patients while in stage I & II thus increasing the success of treatment and life expectancy.

- Analyze the patient's medical record
  - Ability to analyze the meaning and context of structured and unstructured data in clinical notes and reports, easily assimilating key patient information written in plain English that may be critical to selecting a treatment pathway.
- Identify potential evidence-based treatment options
   By combining attributes from the patient's file with clinical expertise, external research, and data, will identify potential treatment plans for a patient.
- Find and provides supporting evidence from a wide variety of sources
   Will rank identified treatment options and provides links to supporting
   evidence for each option to help oncologists as they consider treatment
   options for their patient. Will draws from an impressive corpus of
   information, including
  - Existing and old patient data
  - 290 medical journals,
  - Over 200 textbooks
  - 12 million pages of text





Matching patients



patients.



Offering care advice to help manage a patient's treatment by alerting less-experienced physicians or nonspecialists to aspects of therapy they might not be aware of or express.







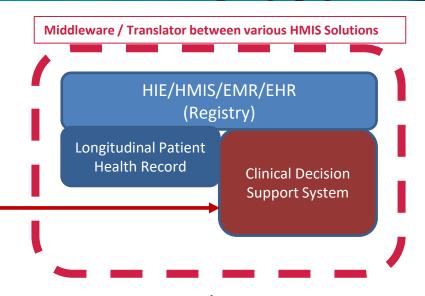
# **CDSS Inter-operability & Functionality**

APIs are written to the Middleware in Rest API model

HMIS/Telemed Solution

Care Delivery
Organization (CDO) 1

- Doctor pulls up Patient using ID / Name
- System will call CDSS to look for Patient across network using HIE/EMR/HMIS



**Central Server** 

Process for CDSS API calls (Option 2)

- Doctor ID and Patient's demographics are sent to the CDSS
- CDSS sends symptoms list to the HMIS
- Doctor chooses the symptoms and HMIS sends chosen symptoms to the CDSS
- CDSS sends most probable diseases
- HMIS sends chosen / over-ridden disease diagnoses to the CDSS
- CDSS sends Investigations and Treatment Plans
- HMIS makes a call for Medication names
- HMIS sends final chosen medications for contraindications

Option 1: CDSS runs like a frame-in-frame model within the HMIS solution
Option 2: HMIS (Doctor Screens) make API

**Option 2**: HMIS (Doctor Screens) make API calls

Process for CDSS Frame-In-Frame model (Option 1) – no additional APIs or Integration is needed

- Patients and Doctors are on-boarded in the HMIS system and data is passed to the CDSS
- Doctor pulls up Patient Record (link to the HIE already present)
- Doctor chooses from a symptoms dropdown
- We suggests probable disease diagnoses
- Doctor chooses investigations and treatment plans based on drop downs
- Doctor chooses medicines from dropdowns
- Final prescription sent to the HMIS solution



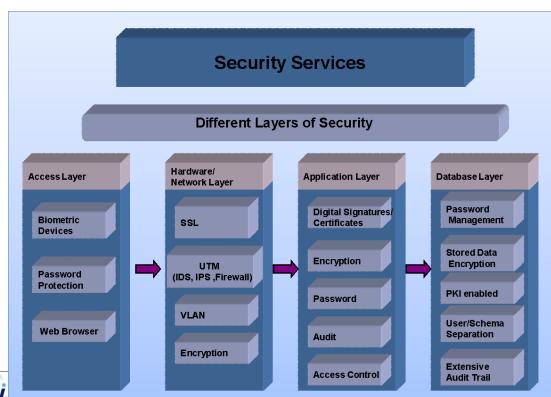




# Security & QC Measures

## IT SECURITY FOR DGMS WILL HAVE 5 MAIN GOALS:

- **Integrity**: guaranteeing that the data are those that they are believed to be.
- Confidentiality: ensuring that only authorized individuals have access to the resources being exchanged.
- Availability: guaranteeing the information system's proper operation.
- **Non-repudiation**: guaranteeing that an operation cannot be denied.
- Authentication: ensuring that only authorized individuals have access to the resources.



## **QC TEAM**

The QC Team ensures all issues are known before the product release. This role is independent of development to be truly effective. Testing provides independent product quality verification and validation in relation to baseline specifications. The QC Team evaluates and integrates the IT product and deliverables and determines whether project requirements have been satisfied. The Team has the following roles and responsibilities on a project:

- Early involvement to gain a clear understanding of DGMS's needs and how the product will meet the needs
- Review and validate the project deliverables' quality
- Ensure the product conforms to the project's specifications
- Technical performance and reliability
- Participate in the design phase
- Develop test strategies, plans, and scripts
- Conduct tests
- At a minimum, the Testing Team is accountable for the following project deliverables:
  - Detailed test plan
  - Test scripts
- Test report confirming project is ready to be moved into production





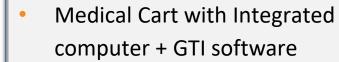


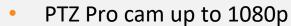
Room

- Improved Access: Telemedicine has been used to bring healthcare services to patients in distant locations.
- Cost Efficiencies: Telemedicine has been shown to reduce the cost of healthcare and increase efficiency through better management of chronic diseases, shared health professional staffing, reduced travel times, and fewer or shorter hospital stays.
- Improved Quality & Education: The quality of healthcare services delivered via telemedicine are as good those given in traditional in-person consultations.
- Physician Outreach: OPD counter manned by Physician are equipped with peripheral equipment and diagnostic tools for live video consultancy & recording
- Post-op support: Remote center equipped to handle post-op patients as well
- Specialist Access: Physician & patient can connect with specialist at Hospital at prescribed time



- Sennheiser Conference Unit
- Selected set of medical peripherals





- Sennheiser Conference Unit
- Selected set of medical peripherals









## **EHR and UID**

· All patient health information electronically-stored in digital format with unique identification number in comply with EHR standards 2016.

## **Transaction standards**

 Application transaction standards are in lines with Ministry of Health & Family Welfare, Government of India for the following:

## Devices

 Capture vitals including Blood Pressure, Pulse Oximetry, Temperature, BMI, and ECG.

# MIS and Integration

- Collecting, reporting and disseminating data to drive best practice and quality and safety.
- Understanding the health care needs of communities through analysis and planning.

Integrating with existing state and central government reporting systems to make meaningful use of e-health system







Ensuring continuity of care. Established
 HUBs with specialists (General Medicine,
 Pediatrics and Obstetrics & Gynecology)

MEDIC

 The specialists have access to medical records through a cloud based EMR system.

# **Helpline-HUBs**

 Established IT-HUB for online helpline services to the users.

# Inventory

 Equipped with inbuilt inventory management system for supply chain management and to supervise noncapitalized assets.

## Referrals

Referral mechanise is in place. The system will track the referred cases for specialist and tertiary care centres.

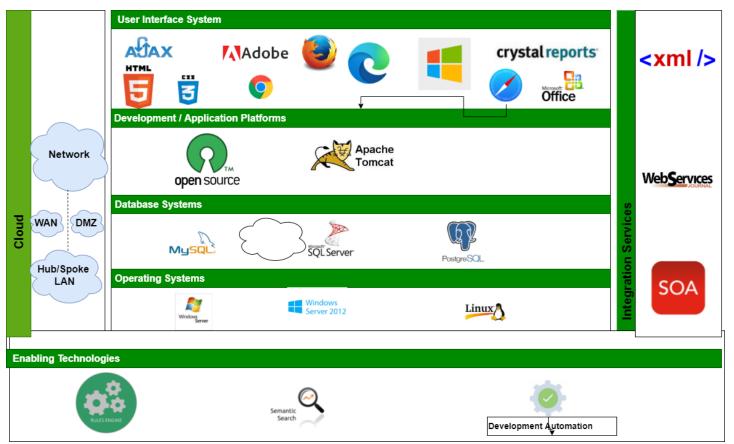






GTI Infotel

# **Technology Stack**



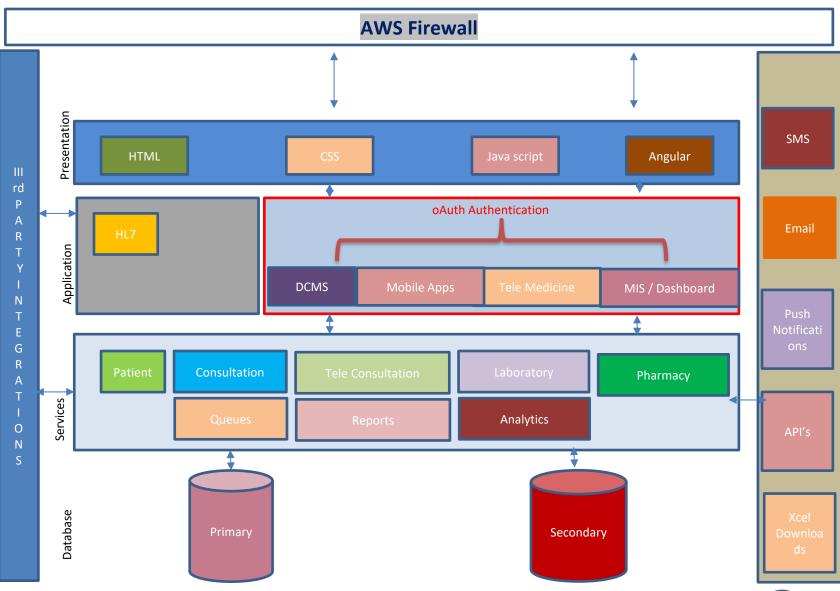
MEDIC

ı	Cloud Provider	Amazon Web Services (AWS)
	Server Type	EC2
	Database Server	RDS
	Server Operating System	Ubuntu 16.04
	Webserver	Nginx
	Database	PostgreSQL
	<b>Container Service</b>	Docker
	Backend	
	Application	Node JS, Python (For ML)
	Language	
	Frontend –	Angular IS
	JavaScript	Angular JS
	Frontend – Design	HTML5/CSS 3 (Bootstrap)
	Frontend –	D3
	Charting	D3
	Desktop	Colons
	Applications	Golang
	Client	Google Chrome
	Daaluus Daasusuus	AWS RDS Recovery / pgdump /
	Backup Recovery	pgAdmin
	Helpdesk (SLA)	SystemX helpdesk (customised)
	Server Uptime	StatusPage
	monitoring	(https://www.statuspage.io/)



# **Overall Architecture**

MEDIC





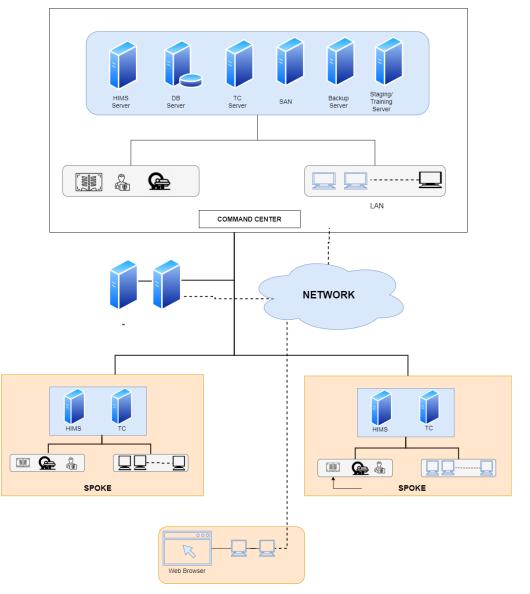




# **Proposed Technical Architecture**

# **Built on cutting technologies...**

- Latest Framework components
- n-tier architecture
- Loosely coupled Web Services architecture
- Three ways security solution covering firewall, role based user authentication and authorization
- High availability, reliability, flexibility, interoperable, secured, maintainable, manageable, optimized and scalable architecture
- Provides the enterprise management system for remote management, asset management, event management, performance monitoring and management, network management, service level agreements
- Complaint to National e-Governance Data Standards Definition, metadata framework and operational specifications.













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