



# CASE STUDY

**Robust Monitoring for SaaS Plat-  
form**

[www.qruize.com](http://www.qruize.com)



## **CLIENT OVERVIEW**

A cloud-based SaaS platform designed for Ayurveda, Yoga, and wellness practitioners. It provides a secure, scalable, and standards-compliant electronic health records system built on the EHR.Network. By leveraging global health standards such as openEHR, FHIR, SNOMED CT, ICD-11, and LOINC, the platform ensures seamless interoperability and aligns with Indian EHR regulations. This case study highlights how a comprehensive monitoring solution was implemented to maintain performance, availability, and operational efficiency.

## **CHALLENGE**

Healthcare technology platforms needed uninterrupted performance, 24/7 uptime, and real-time insights into server and application health. The complexities of distributed services, risks of single points of failure, and the overhead of manual monitoring posed significant challenges to performance and reliability.

## OUR SOLUTION

We implemented a robust monitoring framework with continuous observability across infrastructure and applications. Monitoring agents were deployed across containers and servers to track uptime, API behavior, and database health. Additionally, we recommended and implemented a DevOps strategy that included CI/CD pipelines, infrastructure as code (IaC), and automated deployment workflows—streamlining releases, minimizing manual intervention, and enhancing deployment consistency. Alerts were integrated with automated ticketing systems to ensure swift issue resolution.

## RESULTS **ACHIEVED**

Our interventions enabled seamless 24/7 availability and improved the platforms' operational resilience. Real-time monitoring significantly reduced downtime, while automated alerting and ticketing cut response times and improved support efficiency. The DevOps integration also accelerated deployment cycles and ensured smoother, error-free product releases.



# Let's get connected :)

We're excited to learn more about your business needs and how Qruize can support your goals. Reach out to us at [info@qruize.com](mailto:info@qruize.com), Let's start a conversation and explore the possibilities together.

 +91 63055 52431

 [info@qruize.com](mailto:info@qruize.com)

 [www.qruize.com](http://www.qruize.com)

## India Office

No 10, Uthamar Gandhi Salai,  
Nungambakkam,  
Chennai 600034

