

DIGITAL HEALTH CLOUD PLATFORM

for a German Healthcare Conglomerate



Services: Product Engineering & Innovation, Consulting & Strategy, Digital Experience, Enterprise Agility

Overview

The client is a German Healthcare Conglomerate with presence in 30+ Countries and a network of distributors across 100 Countries. The client wanted to build a Digital health cloud platform

OBJECTIVE



Digital Platform

ACL helped the German Healthcare Product Manufacturer with Concept Design and Development of

- 1 Multiple business divisions
- 2 Mix of B2B and bespoke applications

Platform Goals

- 1 Consolidate and modernize existing applications
- 2 Provide a “Unified” Customer Experience (CX) across digital touchpoints
- 3 Eliminate data “Silos”
- 4 Gain real time insights, and ability to personalize CX
- 5 Increase revenues from new digital channels
- 6 Reduce TTM to launch new applications, and reduce TCO

SOLUTION



Digital Strategy Consulting

- › Innovation workshops
- › Vision and CX design
- › Applications & system study
- › Digital strategy & operating model
- › Executive briefing & CXO alignment



Development & Deployment

- › Platform requirements definition
- › Application gap assessments
- › Platform Architecture Design (core systems integration, 3rd party integrations, security & compliance, performance, data integration)
- › Platform functionality development & deployment (Microsoft Azure)
- › Application development and hosting on Azure Cloud
- › Mobile app development and release via App Stores
- › Data migration and Country-specific customization of Apps

BENEFITS

Realization of a Scalable, Secure and Extensible Digital Health platform for global customers, offering **Data-Driven Insights** for digital business models

Greater Operational Efficiency via harmonization of digital assets, improved content, customer reach, and 3P integrations

Adherence to **Security Compliances** (GDPR)

25 – 40% Faster Rollout of new Digital Apps or Products (SaaS) by reuse of platform services

30 – 40% **Reduction in TCO**

SOLUTIONS OVERVIEW

Technology-

.NET Core

Angular 8

Flutter

Jitterbit

SAP Hybris

Sharepoint

Sitecore

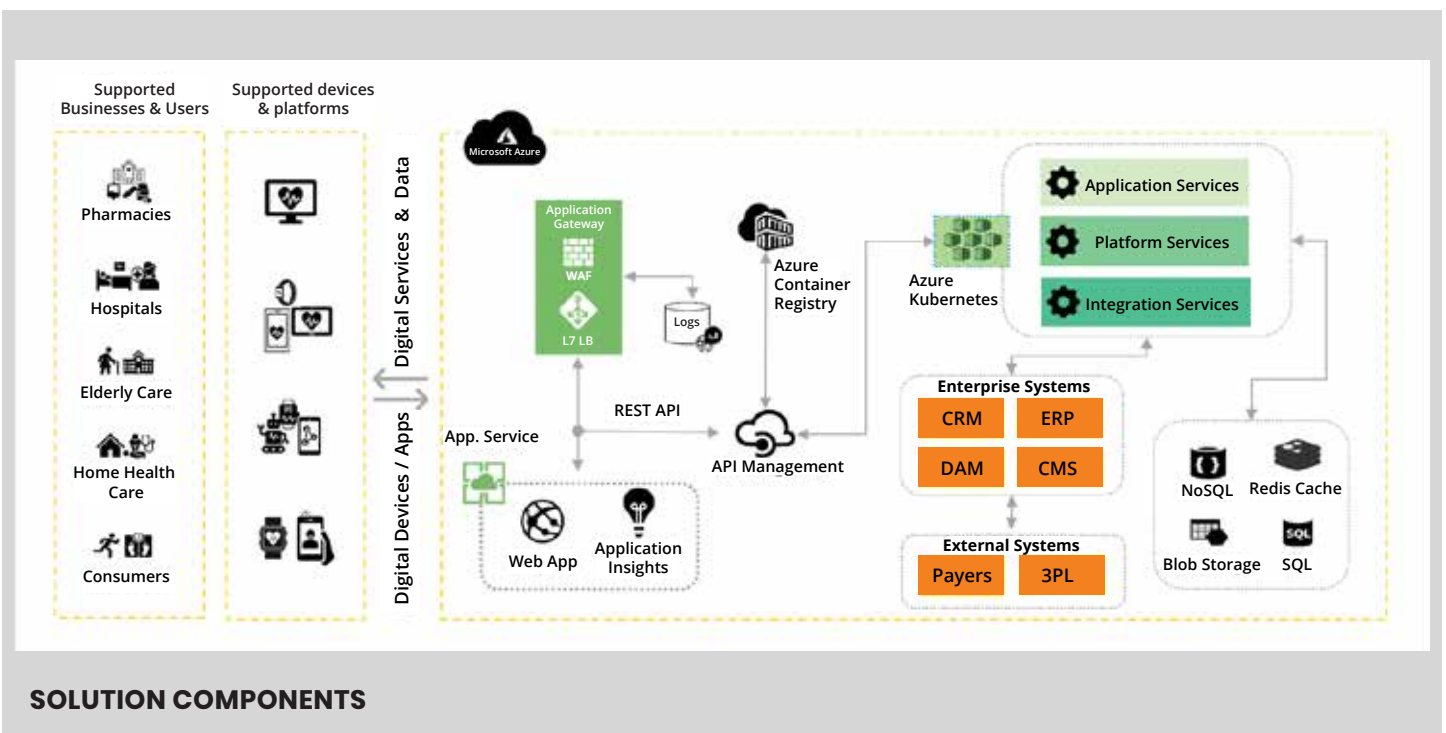
Salesforce CRM

Docker

Azure Kubernetes Service

Atlassian Tools

Veracode & more



EXAMPLES OF SUPPORTED BUSINESS APPLICATIONS



DIGITAL HYGIENE SOLUTIONS

- › Mobile/Tablet Apps are used by the Hygiene Specialist to monitor SOP adherence by nurses, doctors, etc. to capture data
- › Web Portal for admins to manage facilities, onboard new Countries, Hospitals / New users, Create new / Update / Edit SOPs
- › Used for monitoring Hospital Hygiene Performance and Administer Training to improve the disinfection by helping reduce the hospital acquired infections
- › Filter Based Reports with benchmarks and evaluation reports with Dashboard
- › Integration with the National Reference Center for surveillance and compliance monitoring
- › Electronic Observations complying with WHO defined standards for Hand Hygiene
- › Tutorials and Puzzles to train the Hygiene Specialist
- › GDPR and Security Compliant with support for multiple languages and regions



DIGITAL CARE AND ORDER

- › Aimed to Lower Costs while still maintaining High Quality and Individualised Care for each resident
- › Easy and Effective Roles with various access levels
- › Easy to Monitor and Predict Costs
- › Optimal Product Allocation needed at the facility, ward, or resident level to minimise product wastage and ensure Individualized Resident Care
- › Color-Coded and easily Identifiable Images as Pictograms to cross-across Language Barriers
- › Cost Analysis Reports for greater cost control
- › Stock Management on various levels
- › Automated Order System for products based around resident date and product allocations
- › Simplified Ordering and Daily Logistics with approval process workflow



DIGITAL APPLICATION FOR MEDICAL PRODUCTS



Customization

Application meant for customized high-value medical product sales



Applications

Tablet App is used by surgical product sales team to configure "Operating Sets" in collaboration with experts in a Hospital



Digital Dashboard

Supports Digital Ordering. Allows sales team to manage key customer information, pricing, promotions and order history using the app's dashboard



Order Management

Sales Associates Enablement, a single platform for managing orders, customer records, fulfilment and inventory



Operating Sets

Sales Team can now customize the 'Operating Sets', take sequencing & packaging preferences on the fly, and show recommendations for upselling

GLOBAL SERVICES
100
Annual Global Outsourcing Industry Analysis

Among top 100 global IT Service Providers

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EUROPE

France | Belgium | Germany | Italy | Netherlands | Norway | Poland | Romania | Spain | Sweden | Switzerland | UK

AFRICA & MIDDLE EAST

Africa | Middle East

ASIA

India | China | Singapore



ACL Digital is a design-led Digital Experience, Product Innovation, Engineering and Enterprise IT offerings leader. From strategy, to design, implementation and management we help accelerate innovation and transform businesses. ACL Digital is a part of ALTEN group, a leader in technology consulting and engineering services.

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