

Application and medical device support

Customer Profile

Client is a fast-growing digital health company enabling personalized care and empowering patients with complex chronic conditions to live better and healthier lives.

The client has built an RPM platform coupled with Artificial Intelligence (AI) powered health analytics to deliver connected care and digital therapeutics across multiple care paths including heart failure, oncology, acute coronary syndrome, COPD, and chronic pain.

The client combines the power of their RPM platform with wearable biomarker technology to provide a complete remote patient monitoring solution.



Value Delivered

- Cost-effective, global support model delivered using a blend of shared and dedicated resource
- Flexible operating model designed to meet the unique needs of client's customers, spanning numerous healthcare and clinical studies use cases
- Validated CRM system for tracking patient/ HCP interactions
- Validates systems (LMS, QMS, CRM) ensuring compliant delivery of medical device logistics and application support services in accordance with the US and European regulations
- Teams of agents possessing the optimal blend of technical skills and patient rapport
- Custom RPM kit design and assembly



Our Solution

HCL's solution includes the following key components:

- **24x7 multilingual Patient and HCP technical application and device support delivered** from our US and Bulgaria-based operations centers
- **24x7 Patient technical compliance monitoring** delivered from our US and Bulgaria-based operations centers - engaging with patients to ensure vitals are continuously flowing to the platform
- **Device kitting, labeling, and distribution** - building and delivering RPM kits from our ISO 13485 certified depots in the US and Bulgaria
- **Device logistics support** - inventory management, repair, and replacement of smartphones, medical devices, and non-medical biomarker devices
- **Mobile device management (MDM) engineering and administration** - MDM environment setup, testing, and administration, device image creation



Business Challenge

As part of the client's market expansion plan, they needed a partner who could provide a comprehensive, highly scalable support solutions to drive the adoption of their remote patient monitoring and therapeutics platform including:

- Patient on-boarding and off-boarding support
- Platform technical support
- Medical device technical and usage support
- Medical device kitting, provisioning, and logistics
- Patient adherence and compliance monitoring

