



MEDICAL DEVICE ENHANCEMENT FOR **WOMEN'S HEALTHCARE**

CASE STUDY

THE CLIENT

The client is a Global Medical Devices Company operating in the US, serving their customers worldwide for more than half a century. The company has evolved over a period of time to fulfil the continuously changing needs of their customers, by adopting new technologies through sustained business models.

The client was keen to enhance its current product – a medical device used primarily for women's health. It started by analysing the already existing medical devices in the industry worldwide, by leveraging their internal capabilities and partner's multi-disciplinary teams to address the current challenges.

CHALLENGES FACED BY CUSTOMER

- An improvement was needed in securing sutures to the attachment location, reducing the associated procedure time, complexity, and safety risks. The client chose to carry out a competitive analysis of the user steps and ergonomics of four different competitive devices available in the market, to help come up with better design.
- An improved solution was needed for physicians who perform the surgery under tactile control. For this the client needed to build the bench top model.
- Other challenges were
 - getting away from the traditional surgical technique, which requires a specialized needle holder or suture passer, and must be performed under direct visualization. This step was prone to risks like injury or entrapment of the nerve.
 - Another potential risk was the damage to nearby blood vessels, thus leading to haemorrhage.

The client needs to assess the complaints and adverse events by using different data bases.

HCL'S APPROACH & SOLUTION

HCL took an integrated approach by involving multiple teams from its horizontals, like Engineering R&D Services for Mechanical design and bench-top model building, and verticals like Healthcare Medical Services for Clinical domain expertise, competitive analysis, and complaints as well as adverse events analysis.

BENEFITS DELIVERED

- A comprehensive Competitive Analysis Report from Medical Services team helped the client to improve the design of existing products in the market.
- Complaints as well as Adverse Events Analysis Report of existing products in the market was developed by the Medical Services team.
- Bench-top model was developed by Engineering R&D Services team by taking necessary inputs from Medical Services team.



To know more, Contact us at contact.ers@hcl.com



www.hcltech.com

HELLO THERE! I AM AN IDEAPRENEUR. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 105,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **HOW CAN I HELP YOU?**

Relationship[™]
BEYOND THE CONTRACT

HCL