

A lifetime of care

HCL HELPS SWISS PHARMACEUTICAL MAJOR IN SETTING-UP GLOBAL ORGANIZATION-WIDE MOBILE APPS FACTORY



CLIENT BACKGROUND

The client is one of the world's largest multinational pharmaceutical companies of Swiss origin and a leading innovator. Their core businesses include pharmaceuticals, vaccines, consumer health, generics, eye care and animal health.



OBJECTIVES

The client was looking forward to an innovative Mobile Apps Factory. HCL's key objectives in the engagement were to:

- Define the strategy and an implementation plan for a Mobile Apps Factory in order to eliminate federated apps development currently underway at the client organization.
- Co-establish the mobile apps factory while ensuring undeterred quality and compliance to global and regional pharma policies.
- Empower the client with mobile app solutioning and development capability.
- Target the launch of great volumes of mobile apps globally, while localized to the launch regions.
- Drive innovation at the Mobile Apps Factory.



HCL SOLUTION

HCL established a unique, centralized Mobile Applications Factory and Support Center for the client. Over the course of a year, nearly 50 mobile applications have been rolled out catering to enterprise users, healthcare professionals and patients worldwide. Key tenets of the engagement are:

- Establishment of Mobile Apps Factory: Built on the foundation of 3 key areas – Factory Governance, Connectivity & Infrastructure, Applications Delivery – for mobile app development and support.

- Globally Replicable Model: HCL's core team of 10 individuals with proven expertise in mobile apps architecting, designing and process consultancy collaborated with the client's business and IT functions to drive a scalable and globally replicable model for a fully functional apps factory. They did so by setting up:
 - Client's governance council for managing mobile app requests from Business and IT.
 - The underlying factory infrastructure – with in-depth research and vendor evaluation of mobile devices, mobile platform partners, design, development, quality assurance, project management, productivity, and continuous integration tools and MDM solutions.
 - The core processes for communication, flex resources onboarding, knowledge management, onsite solution architecture methodologies, application development and internal/ external app store deployments, localizations, existing app transitions, support handoffs, and IT & Data security.
 - The set of standards, best practices, pharma compliance adherence norms, accelerators related to application co-creation with client's business, UX/UI designing, development, QA, launch and support.
- Rapid Application Development: The flex team of the factory comprising of PMs, Analysts, Developers & Testers has been responsible for rapid application development of mobile solutions. It supports leading OS platforms – iOS and Android, types – Native and Hybrid, and devices and form factors while leveraging the latest mobile technologies.
- Continuous Innovation: HCL also introduced a structured innovation process to drive excellence in incremental app development and breakthrough ideas using emerging technologies.



BENEFITS

- The Mobile Apps Factory has significantly contributed to monetary **savings to the client's Digital Operations.**
- Adoption of a robust **reusability framework** for apps development has resulted in faster launch of apps at optimized costs for the client's business users.
- Over the course of one year, more than 40 apps have been delivered in the factory with 10% in phase two and three:
 - Launched new apps, along with localizations and transitions
 - Launched Patient Care & Enterprise Apps across six critical business units of the client
 - Used iOS, Android, and Hybrid technologies
 - Launched and integrated Enterprise apps with Salesforce and SharePoint
 - Implemented T-shirt sized estimation that resulted in faster budget approvals
 - Apps launched have been used **in more than ten countries across Europe, Asia Pacific and Middle East, and localized in more than 15 languages**
- **Currently there are 3 Delivery Centers** for this engagement based out of India and the Czech Republic with a peak team size of 60 resources.
- **The establishment process which involved creation of 25+ SOPs and 100+ documentation on** process, protocols, best practices in architecture, design & development, is easily customizable and replicable across any industry.
- Focus on innovation has led to demonstrable POCs leveraging emerging technologies such as **Apple iWatch, Fitbit Flex, iBeacon, Google Glass & Marker-less AR, Live camera simulation;** further talks are in progress for **integration with live lifestyle apps for consumer use.**

HCL LIFE SCIENCES & HEALTHCARE

HCL is a leading provider of Life Sciences and Healthcare Business and Technology services. We are the chosen service provider for enabling new growth drivers for our clients, providing them with industry leading best practices, taking care of their compliance needs and ensuring gold standard process cycle times. Our clientele includes eight of the top ten global pharmaceutical companies, nine of the top ten medical devices companies, six of the top ten health plans, three of the top five CRO's and two of the top three data providers. Equipped with certified technology experts and domain specialists, HCL offers services in critical areas of the life sciences and healthcare eco system such as drug discovery, clinical development, drug safety, regulatory compliance, manufacturing and plant automation, commercial, Healthcare analytics, Population Health Management [PHM], mHealth, member experience management [MEM], fraud, waste and abuse management [FWA].

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HCL TECHNOLOGIES

HCL Technologies is a leading global IT services company working with clients in the areas that impact and redefine the core of their businesses. Since its emergence on the global landscape, and after its IPO in 1999, HCL has focused on 'transformational outsourcing', underlined by innovation and value creation, offering an integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and business services. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Life Sciences & Healthcare. HCL takes pride in its philosophy of 'Employees First, Customers Second' which empowers its 104,184 transformers to create real value for customers. HCL Technologies, along with its subsidiaries, had consolidated revenues of \$5.8 billion as on 31st March, 2015 (on LTM basis).

For more information, please visit www.hcltech.com

HCL ENTERPRISE

HCL is a \$6.5 billion leading global technology and IT enterprise comprising two companies listed in India – HCL Technologies and HCL Infosystems. Founded in 1976, HCL is one of India's original IT garage start-ups. A pioneer of modern computing, HCL is a global transformational enterprise today. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals. The HCL team consists of over 105,000 professionals of diverse nationalities, who operate from 31 countries including over 505 points of presence in India. HCL has partnerships with several leading global 1000 firms, including leading IT and technology firms.

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