

BUILDING AN IoT BUSINESS STRATEGY ON THE BACKBONE OF CLOUD



BACKGROUND

One of the world's largest medical device manufacturers, the customer has always been at the forefront of technology investments for business growth. With IoT touted to be the biggest contributor in disrupting the dynamics of healthcare industry, the customer was investing heavily in IoT to extend product lifecycle and provide better aftermarket support services.

CROSSROADS AGAIN

Our customer and the medical devices industry in general was faced with a barrage of challenges.

The increase in the volumes of data generated through the patient monitoring IoT applications was helping the organization with key insights for improving the product. It was also creating operational inefficiencies and cost challenges. The existing patient management platform was unable to support new business services which in turn affected customer satisfaction.

Case in point was a dramatic increase in daily data transmission through Implantable Cardiac Monitoring (ICM) devices causing processing bottlenecks and resulting in application performance issues.

Also with rising regulatory control resulting in uncertainty and more device recalls, coupled with constantly rising R&D and after-sales support costs, the organization faced the challenge of securing business growth, aligning its operations in 160 countries to rapidly changing market needs, extending product lifecycles and protecting margins.



CLOUD WAS THE ANSWER

Scalability and agility were the need of the hour to arrest cost, and increase operational efficiency and resiliency. There were fewer doubts about adopting a Cloud centric strategy and more regarding it's actual implementation, considering the scale and complexity of the customer's business (with 85000+ employees in 160 countries and Data centers spread across the US and Europe).

HCL was engaged by the customer as a trusted advisor & partner to form and implement their Cloud strategy. HCL's Cloud consulting brain-trust used industry best practices and a thorough understanding of the customer's current business challenges and technology environment to design a phased roadmap to migrate existing and legacy applications. The focus was to achieve this migration to Cloud with zero business disruption.

HCL leveraged its MCOD (Managed Compute on Demand) solution for IaaS design on AWS to bring in agility and business continuity. MCOD ensured that the highly scalable solution design was compliant to GDPR (General Data Protection Regulation) to ensure data security was maintained on the Cloud.

HCL also developed an end-to-end IoT platform connecting patients, physicians, sales and operations teams. The architecture supports both public and private Cloud platforms, with extensive protocol support to integrate patient and business end-points for additional use-cases. HCL leveraged DevOps methodology for accelerated deployment.

Furthermore, to ensure continual business innovation, HCL set up a Cloud foundation for future development and migration of IoT applications.

REAPING THE BENEFITS

While Cloud service delivery reduced OPEX and streamlined costs, an enhanced performance of IoT applications and increased efficiency of IoT data analytics capabilities helped our customer serve patients proactively by providing better care as well as shorten time to market. The IoT platform was able to support up to 100 million annual transactions. Improved patient monitoring reduced re-admission rate by 15-20% and increased medication adherence.

Cloud services also helped our customer align better with the anticipated demand and significantly reduce data processing time by increasing compute power. The clearer understanding of the end-user behaviour helped in new product development, reducing the time to market by 5-10%.

Movement to Cloud also helped the client in complying with the laws and regulations around data. With technology lifecycle responsibility moving to Cloud, the customer was better able to focus on their core strategy and innovation programs.

Thus, by putting Cloud at the core of their business strategy, the customer was able to leverage IoT and Big Data for competitive advantage and extract maximum value from their investments.

Want to know
how we can partner
with you to make your
cloud journey real?
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