

A MULTINATIONAL MEDICAL DEVICES MANUFACTURER PARTNERS WITH HCL TO AUTOMATE ITS DRUG ADMINISTRATION PROCESS

The Client Profile

A multinational company manufacturing medical devices and consumer packaged goods was looking for an upgrade in its drug administration process to enhance patient safety and efficiency. The organization considered embracing automation in order to reduce the need for human intervention and eliminate redundant tasks.

Existing Business Challenges

The client was facing problems with a visually complex user interface (UI) design where the log data had to be manually entered into the drug administration process. They wanted to replace this traditional procedure with an automated one where the injection device could be integrated with a sensor-based system. The client approached HCL for this and expressed their desire to forge a partnership.

HCL's Issue Resolution Methodology

HCL reviewed the existing system extensively, documented the usability flaws, and narrowed down the areas which had scope for improvement. This helped to gain an understanding of the issues faced by the client and create a solution roadmap. Next, multiple design concepts were explored to ascertain the best-fit, while evaluating the pros and cons of each concept. To cater to the client's requirement, HCL aimed at structured information design which would foster efficiency and ease of use. Additionally, HCL ensured that all the visuals are aligned to the brand guidelines. Keeping in mind the target audience and usage, the theme "simple and clean" was retained thereby eliminating visual complexity. Further, a comprehensive documentation of the design standards was undertaken for future upgrades. The revised design was much more effective as it eliminated bottlenecks, redundant activities, and all unnecessary complexities.

Bringing delight to the client

HCL evaluated the revised design with summative usability testing (UT) and this resulted in a System Usability Scale (SUS) score of above 68. Even post usage surveys revealed an exemplary score.

Moreover, the turnaround time (TAT) for drug administration process reduced significantly. This initiative resulted in a value add for the client's business, which strengthened the partnership.



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