



Ambrosia Infotech

"Synergising Minds"

The Client

Client is one of the largest blood testing laboratories in the world, which can conduct 135 different tests. It has more than a 150 franchisees in India who send blood samples through a courier. After the blood tests are done the reports are couriered back to the respective locations.

The requirement of the client was to seamlessly automate the entire functioning of the lab, and integrate its disparate components.

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The Client



As the required enterprise system would replace the client's existing process of managing its lab processes, the client wanted a vendor who would share the importance of adhering to high standards of delivery and quality. Ambrosia was chosen for its expertise in technology, its understanding of functionality and also because it had best in class model for project development and deployment. With its cost-effective delivery model, experience and a proven development methodology was chosen as the ideal partner.

Some broad functions required for this system were:

- Flow of paper to be reduced to zero
- Automatically capture the results coming out of the machines doing the sample testing
- Complete management of Franchisee data
- Statistical Analysis of the various tests based on the results obtained over a period of time
- Defined rules for exporting unique cases into a data warehouse for further analysis
- A point system is to be followed for tracking franchisee performance
- A flow needs to be written for franchisees to redeem points for discounts on prices
- Detailed Reports on bill payment patterns of Franchisees
- Mails/Reports should be automatically sent to the Franchisees as soon as the results of their samples have been determined



- For the lab to be totally paperless, the automation had to be started from the machines that do the actual sample testing. These machines used to give results in the form of printouts, which were collected and manually fed into the customer files. A unique solution was required to extract the results from these machines and automatically update them in the patient's data module.
- A huge amount of Business Intelligence effort needed to be done for which a centralized data repository needed to be made. Using this complex reports were to be generated which would not only inform the franchisees of its patient's results, but also (along with the results) communicate their balance payment left, total number of pending samples, total bill for the day, and discounts given if any. Analysis also needed to be done for the types of tests conducted, and also for the franchisees, their performance and the amount of business generated
- Automation of delivery of test results to franchisees/end customers needed to be done. For this, the Test module, the Patient module and the Franchisee module needed to be seamlessly integrated.
- Complete inventory tracking system needed to be developed that could fire alert messages to the concerned employees in case of any shortage in any specific raw material. The system also needed to automate interactions with the suppliers of the raw materials. The client required the purchase orders to be sent automatically to the relevant vendor as soon as the inventory level goes down below a pre-defined level.
- MIS systems needed to be developed wherein the summary reports of the day were automatically sent to the senior management.
- Other than the technical challenges, because the lab was totally dependent on its current system/processes for the running of its entire business, a detailed implementation planning needed to be made which could ensure that no loss of any kind happens. The timelines were very aggressive because the client wanted to move to the new system as soon as possible.

Challenges



Ambrosia –Solution

The system was developed on 3-tier architecture using the .NET platform such as ASP.NET, VB.NET, and SQL Server.

Key features of the solution were:

- Serial Port Interface – this tapped the test results directly from the machines doing the sample testing.
- The patient module, which stored the patient details was integrated with the testing machines through the serial port interface
- Extensive data warehouse was created to store data
- Extensive reports were created for the senior management to have a snapshot view of their business performance for the day/week/month/year.
 - Franchisee Reports
 - Various test reports depicting numbers, results, place of origin
 - Vendors and Supplier reports
 - Inventory Reports
- An automatic alert system was developed which sent messages to the concerned employees about possible errors occurring in the operation defined by operation rule/constraints
- Test results automatically delivered to franchisees/end-customers
- All this was done following Ambrosia's proven Delivery and Project Management methodology, which ensured high quality, lower development time, significantly lower time to go-live, efficient and cost-effective training and hand-over

Ambrosia – Benefits

Some key benefits of the engagement for the client:

- Complete Automation of the entire flow of their operations
- Access to an experienced team of technology professionals
- Cost-effective solution
- Committed deliveries
- Weekly Project Status reports
- Proper risk evaluation and mitigation process
- High standards of delivery and quality

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Benefits



Ambrosia – Approach

The Ambrosia delivery model ensured a seamless transition of processes without any disruption to the existing operations – including a phased transition of operations.

Key features of our approach were:

- Worked closely with the client to ensure strong security and confidentiality across the processes
- Complemented through recruitment of highly skilled and qualified staff
- All target dates for the live processes were met on time or ahead of time
- Ensured seamless transition from legacy to live system with thorough hand-holding at go-live stage and proper documentation of the system
- Following defined Project Management methodology resulted in phase wise rollout of the system.

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Approach

