

# Smart Healthcare Systems Case Studies

GlobalLogic Partnerships That Transform Patient  
Care Services



Partnerships That Create World-Class Digital Patient Experiences

The world's leading MedTech, Med Devices, CROs, and In Vitro Diagnostics organizations are continuously seeking new ways to improve the quality and increase the value of the care they bring to their patients.

# They are tapping into the power of digital technologies to drive down costs, increase access to care delivery, and improve medical care.

Creating a user-friendly mobile app that communicates with a patient's medical therapy device can increase patient engagement, enabling much better patient performance, improving patient satisfaction, and helping the patient complete their therapy faster.

And embedding data management software and enabling connectivity for medical devices can make data more readily and rapidly available to be analyzed, creating opportunities for product innovation.

If your organization is embarking on any new digital engineering initiative or looking to adopt cutting-edge modern technologies in a strictly regulated environment, GlobalLogic can help.

GlobalLogic is a pioneer in developing solutions ranging from embedded medical device software to Software as Medical Devices (SaMD) and other patient therapy devices, as well as connected health systems and digital healthcare platforms.

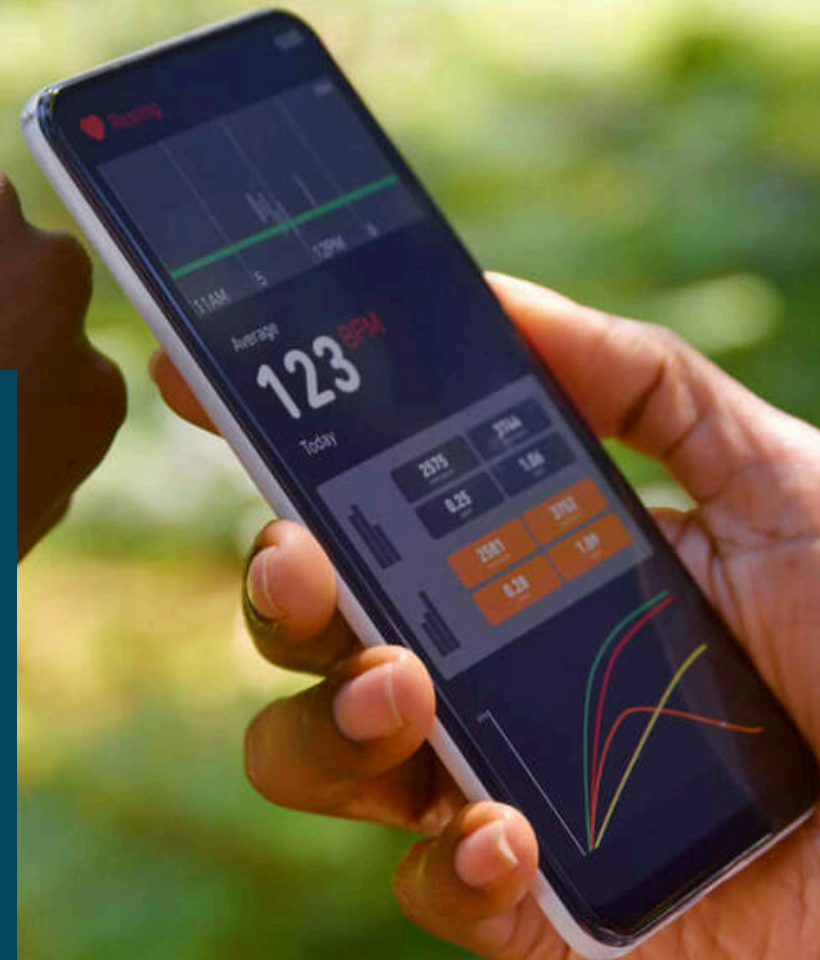
Here are some success stories of organizations that partnered with GlobalLogic to create enhanced patient value that drives business outcomes.

## Let's Work Together

Searching for a new engineering partner? Let's see how we can help. [Click here to reach out to us.](#)

# Wound Care Patient Engagement Application Development

The creation of the smartphone application converted a standalone medical device into a system of care for patients, which enabled much higher patient compliance because of improved patient satisfaction with the product.



# Client Scenario

A global advanced wound care company had developed a vacuum-assisted closure (VAC) device that could be prescribed as therapy. The device functioned as intended when used as prescribed.

Still, patients who used the device at home had significant challenges in compliance with the therapy and following the prescribed treatment.

The company recognized the value of patient engagement and improved patient compliance but had no method of creating this cost-effectively.



# Our Approach

GlobalLogic reviewed patient feedback and theorized that the application did not provide enough value to the patients to get them to use it daily.

As a result, GlobalLogic had their human factors interactive design group conduct an in-depth study that included in-person interviews and shadowing the client's virtual therapy specialist (VST) staff.

This provided insights into patient motivations and pain points associated with this type of therapy and guided the design of an application experience rooted in real patient needs. The aim was to promote proper device usage and improve the patient experience.

Based on the study, GlobalLogic's strategic design arm then designed and developed a smartphone-based application that would interact with the wound closure device to track factors such as how often the device was used and for how long and turn the data into easily read scorecards for both patients and clinicians.

# Benefits

This **patient-focused application** increased VAC usage and adherence, improving the overall patient experience and promoting engagement through daily tasks and gamification.

GlobalLogic also **designed onboarding materials for clinicians** to support the introduction of the application.

A new **digital self-service model** enabled better patient self-management and reduced the need for support from client personnel.

An **analytics dashboard** to track and analyze data over time made it easier for patients, clinicians, and nurses to track the healing process and continue improving the patient experience.

The app and its corresponding analytics tools drove much stronger patient compliance.

This allowed patients to wean themselves off the therapy sooner because their wounds healed in less time, all of which generated **higher patient satisfaction**.

The demonstrated success improved the clinicians' confidence in the therapy and drove a higher prescription rate of the product.



# Chronic Pain Patient Engagement Platform Development

Over 100,000 people have used the app to help guide their initial engagement into a non-pharmaceutical treatment for chronic pain.

# Client Scenario

A large U.S. medical device manufacturer built an innovative product for patients suffering from chronic pain. The treatment system centered around implantable pulse generators (IPGs).

Because the treatment was designed for long-term use, continuously gathering information about the solution's efficacy helped patients share that information with their doctors. The company looked at improving the quality of information and ease of sharing to provide valuable insights into patient well-being.

A mobile app with a user-friendly interface could make it easier for patients to record data about their pain, such as location and severity. Uploading that data to a web interface could make it easier for doctors to access.

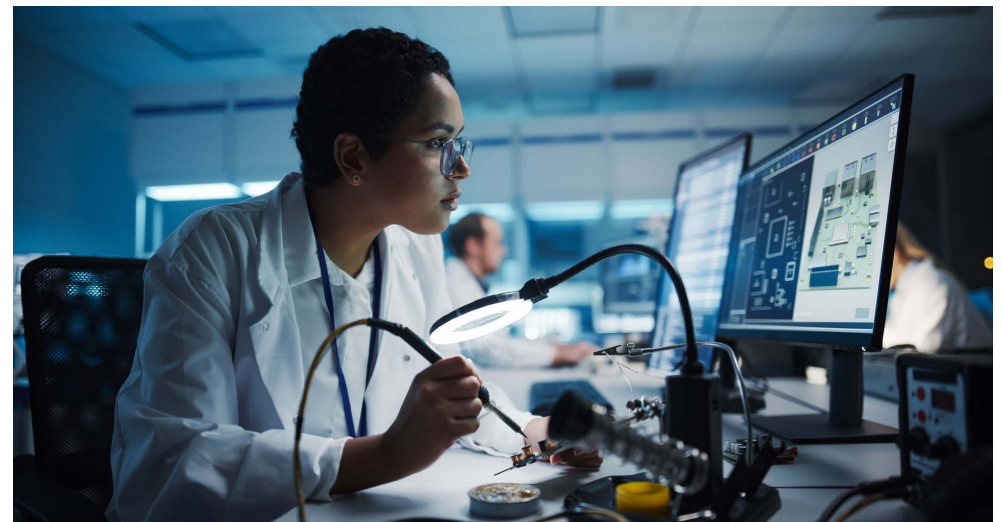
However, the device manufacturer did not have sufficient internal developer resources to expeditiously build the different components.

# Our Approach

GlobalLogic helped the client develop a website, backend, and mobile application platform designed to help patients better manage their chronic pain journey.

GlobalLogic assumed responsibility for developing the website and backend component and leveraged deep mobile-app expertise to perform the Android and iOS development, including UI and business logic.

GlobalLogic further performed manual verification and testing.





The platform was well received, with over 100,000 chronic pain patients and users managing and scaling their pain and symptoms regularly.

## Benefits

The app is currently one of the highest-ranked pain tracker health apps on the web and mobile stores.

Its popularity is increasing awareness of and generating leads for IPG treatments. GlobalLogic:

- Extended the client's team capacity.
- Reduced the length of development cycles.
- Enabled the client to kick off multiple new initiatives, such as IPG companion and trial app development.

# About GlobalLogic

With more than 20 years of experience in regulated software product development and engineering services, GlobalLogic helps some of the world's leading Medical Technology, Medical Devices, Pharma, and Life Sciences organizations create world-class digital patient experiences, accelerate new product development, and capture new revenue streams.

**GlobalLogic**<sup>®</sup>  
A Hitachi Group Company

**20+** years industry experience

**2300+** industry-dedicated engineers

**300+** new products

**90+** clients

To learn more or speak with one of our experts, please reach out to [info@globallogic.com](mailto:info@globallogic.com).



We are on a two-decade-young journey and we're proud of our growth and the milestones we have achieved. A startup to a Hitachi group company, our product engineering story is unique. Thanks to our people who have been our companions and growth drivers in this amazing journey.

'We are GlobalLogic' is a spectacular showcase of what we do, what we represent, and our capabilities as a global leader in product engineering services.

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Thank you for reading

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