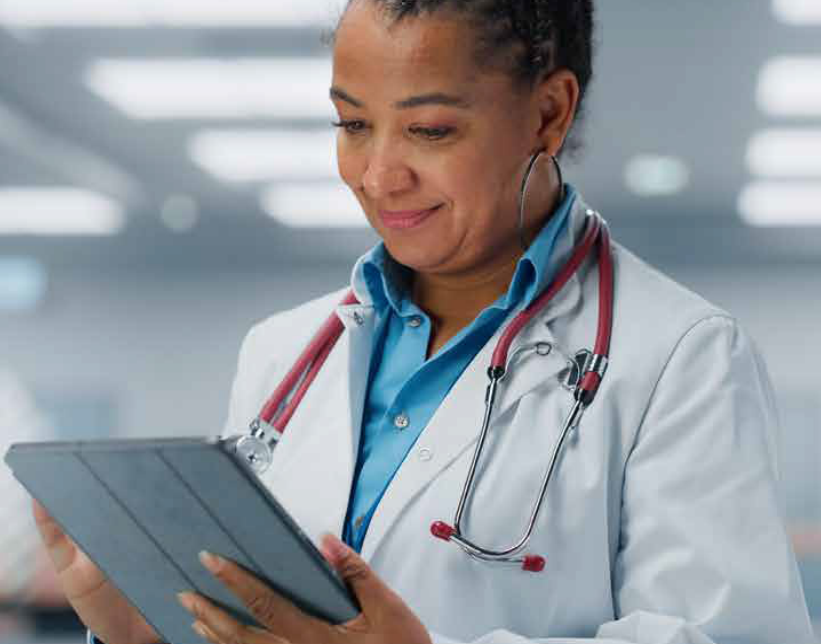




Improving patient experiences outcomes through maximized efficiency



Who is the client?

The client is a leading medical device manufacturer aiming to create a better world through innovative technology that improves the lives of people with diabetes.

They developed a technology that provides a unique alternative to traditional insulin delivery methods. With its simple, wearable design, the disposable pod provides up to three days of non-stop insulin delivery without the need to see or handle a needle.

Business challenges



Fragmented operation
Serving customers from nine European locations with diverse methods and tools.



Lack of a unified customer view
Customers reached the company through various channels.



Volumes of data
Huge monthly orders required physical document storage and manual data input.



Manual processes
Manual data entry errors account for 5% of the overall orders.



High reprocessing costs
Data entry errors led to new contacts, order reprocessing, complaints, and customer dissatisfaction.

The solution

The client chose TP for its unique and comprehensive solution and TP delivered through its high-tech, high-touch approach.

PEOPLE

Customer support

Providing customer service and technical support for the product, helping customers with setup, configuration, and troubleshooting.

Back-office support

Handling of patient requests regarding ordering, engaging with public and private healthcare providers, as well as collecting documentation related to prescriptions and payments.

TECHNOLOGY

TP Client

Deployed a customer relationship management (CRM) tool called TP Client, a TP proprietary omnichannel and workflow solution allowing efficient and seamless engagement across channels.

Robotic process automation (RPA)

Deployed a platform that automates order processing cycle, improving service productivity and customer service, while lowering total cost of ownership (TCO).

PROCESS

AE and PQC management

Meticulous documentation of every aspect of product failure or medical event claims to ensure a comprehensive and timely response in compliance with EU and U.S. authorities, guaranteeing a reply within 24 hours of contact.

Lisbon Center of Excellence

Consolidated operations into a multilingual hub servicing nine markets: France, Germany, Austria, Switzerland, Netherlands, Belgium, United Kingdom, United States, and Canada.

Real results

The comprehensive solution created by TP for the client yielded outstanding results.

64%

REDUCTION IN ORDER ENTRY PROCESSING HEADCOUNT

12%

OVERALL IMPROVEMENT IN CONTROL AND SERVICE QUALITY

80%

REDUCTION IN AVERAGE HANDLING TIME (AHT) FROM AN AVERAGE OF 15 TO THREE MINUTES PER ORDER

100%

ELIMINATION OF ERRORS

5 %

LESS ORDER REPROCESSING ORIGINATING FROM DATA ENTRY ERRORS, CONTRIBUTING TO AN INCREASE IN CUSTOMER SATISFACTION (C-SAT)