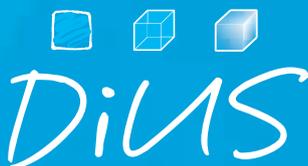




CASE STUDY:
EASYCARE ONLINE COMPLIANCE
MANAGEMENT SYSTEM

DiUS helps ResMed deliver game-changing market solution



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RESMED

ResMed is a developer, manufacturer and distributor of medical equipment for treating, diagnosing, and managing sleep-disordered breathing and other respiratory disorders. With over 3000 employees across the globe, ResMed is the largest corporation focused exclusively on developing innovative products for improving the quality of sleep.

Hold-ups impact on delivery of compliance management solution

As part of ResMed's strategy to drive innovation and maintain its leadership in the global sleep-disordered breathing market, a new sleep apnea therapy compliance management tool was needed to support growth in this highly-regulated and rapidly-growing sector.

ResMed recognised a technology partner was needed to help its Healthcare Informatics division build a next-generation patient compliance management solution, EasyCare Online (ECO). Project delays and communication issues meant that the business was not getting a clear picture of what was going to be delivered or when ECO would be ready for release to market.



Getting the project back on track

To help realign the ECO project, DiUS Computing was engaged to review the new solution's requirements and architectural needs. When the results revealed a drastic change in direction was needed to deliver the new solution, DiUS was asked to investigate the possibility of using ResMed's existing data management tool, ResTraxx™ Online, as a springboard for developing ECO. With the confirmation that this new approach was viable, ResMed decided to restart the project and asked DiUS to take over the software design and development.

Beyond meeting a release-to-market schedule, ResMed's objective was to deliver a customer-centric product that also provided them with competitive advantage. DiUS recommended applying Lean and Agile practices, an approach that DiUS has successfully used to help drive the creation and delivery of innovative products in other large organisations.

A collaborative approach, bringing together ResMed's experience with FDA compliance processes and DiUS's Agile expertise, was used to scale the project's Agile approach to meet the requirements of software development in a medical environment. A number of strategies were used, including incremental and reusable documentation.

PROJECT HIGHLIGHTS

- ✔ Successfully brought project back on track to meet the release schedule
- ✔ Lean, Agile and the cloud enabled a high degree of engagement and visibility
- ✔ Scaled Agile approach to address compliance with FDA regulations
- ✔ Solution released to market on time for US launch
- ✔ ECO continues ResMed's tradition of technological innovation, premium performance and user-friendly design

ResMed's Healthcare Informatics division now has a better quality process to meet compliance requirements for ECO, and it's more aligned with how flexible the company needs to be in the marketplace.

Lean and Agile translates customer needs into great software

The DiUS development team collaborated with ResMed's business analysts, marketing, and verification and validation team onsite at the company's Sydney office to gather requirements in a new way for the Healthcare Informatics division. Continually prioritising features was extremely helpful in getting the product to market on time with the most business value. Instead of doing everything, DiUS's approach forced the team to focus on doing what's important, well.

Natalie Zotelo, Senior Global Product Manager, Healthcare Informatics at ResMed explained, "The collaborative nature of DiUS's delivery process was central to the success of the ECO project. Bringing together people of different skillsets and experience results in a really creative environment, and this helps generate ideas and to work out the best solution. Ultimately, it translates into game-changing solutions that deliver competitive advantage".

WHAT THEY SAID

The partnership between DiUS and ResMed on the development of ECO is a great example of how a supplier can bring innovation to ResMed and enhance both of our businesses

Mark Buckley

Senior Global Product Manager,
Healthcare Informatics, ResMed



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High visibility minimises risk

The high level of visibility and engagement throughout the ECO project was an important factor in minimising project risk and increasing business confidence in the project and in the benefits of an Agile approach.

The delivery of working and fully-tested software every two weeks to incrementally add to ECO meant ResMed could quickly evaluate the product, test it with customers and find out very early on if the company was on track to delivering a product that would meet customer needs.

The fact that the Healthcare Informatics division was willing to remove organisational red tape and dedicate the time to create a continual conversation with the DiUS development team and their customers and then to feed in ongoing changes in business priorities and objectives, was also a factor in shaping a product that provides a significant leap forward in meeting customer needs.

ECO simplifies administration and provides better patient care

The new cloud-based solution enables users to securely access all their patients' usage and efficacy data online, anywhere with an internet connection. Health care providers can quickly identify obstructive sleep apnoea patients struggling with compliance and address therapy issues early.

ECO also facilitates communication and cooperation across health care functions by linking access to patient data for health care providers so all care providers can monitor progress online. Administration is simplified with ECO's intuitive and user-friendly interface, with single-click workflows and at-a-glance reports, saving staff training and execution time.

DiUS and ResMed partnership delivers innovation

ECO was successfully delivered on time and gives ResMed an accelerated ability to bring new features to market in the dynamic sleep-disordered breathing sector. The company is thrilled with the simplicity and ease of use of the product. User feedback has been overwhelmingly positive and sales have been strong with the number of product users effectively doubled, proof that the product has really hit the sweet spot.

Mark Buckley, VP Product Development, Healthcare Informatics at ResMed said, "The partnership between DiUS and ResMed on the development of ECO is a great example of how a supplier can bring innovation to ResMed and enhance both of our businesses."

DiUS is currently working with ResMed on the next release of ECO which will include new features for driving further increases in user adoption. DiUS is also assisting ResMed to transition the ongoing development and maintenance of ECO to its US development team, including the establishment of an Agile skills base.



DiUS Computing is an Australian technology services company that helps clients innovate and grow. Passionate about finding a better way, DiUS's 100+ staff in Sydney and Melbourne embrace emerging technologies and cloud computing to deliver software with speed, scale and agility to give our clients a competitive edge.



www.dius.com.au

To find out more about how we can help you innovate and grow, speak to:

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