

Global Diagnostic Laboratory

Digitalizing Business Operations

At a glance

Our customer is a global diagnostic lab with its presence in more than 17 countries. They provide more 250+ testing options to their clients.

Solution Highlights

A complete package to help Diagnostic Laboratories take Digital Transformation path with ease and less time.

HIGHEST RATED LIS SYSTEM, WITH 92% AVERAGE SATISFACTION SCORE WORLDWIDE

2500+
Businesses Worldwide

CHALLENGES

The customer was facing challenges in their Turn Around Time and efficiency in executing their critical business processes like sample collection, generating sample report, B2B Billing and B2C billing. This resulted them in revenue loss.

SOLUTIONS

We proposed Crelio Health, Digital Laboratory Management solution which automates the entire processes and ensures efficiency and efficacy.

10X

Return on Investment

45%

Reduction in Operational Cost

75%

Improvement in CSAT

BENEFITS

Benefits One

1

The entire customer / patient on-boarding system was automated and it saved almost 45% operational cost

Benefits Two

2

The turn around time for delivering reports to B2B clients improved by 75% which impacted revenue positively

Benefits Three

3

Patient satisfaction level improved more than 75% and it ensured increase in net new customer acquisition.