brillio

Intuitive design cuts medication recipe time from 9 months to 9 weeks

Brillio's enhanced UX and modernized recipe editor used to configure recipes for medications.

Outdated, complex and inflexible drug batching processs

The client is a global biopharmaceutical company, places its patients at the heart of all its endeavors. Guided by a profound belief in the power of science and supported by a dedicated team of experts, their core mission is to "uncover, develop, and deliver innovative medications that empower patients to overcome serious illnesses."

Over the years, client's unwavering commitment and hard work have resulted in the addition of 10+ new products to their portfolio. Committed to making a global impact, the company's Foundation collaborates with experts to raise awareness, provide access, deliver care, and offer support to underserved communities, striving to bridge the gap in health equity. The client stands out as a company that consistently goes the extra mile, demonstrating their patient-centric culture.

Considering its focus, the client wanted to modernize their recipe editor, a tool utilized for configuring medication formulations, within their Manufacturing Execution System. The existing configuration was outdated and complex, limiting the flexibility of their drug batching process across manufacturing technologies and making the implementation difficult for new processes and improvements. The absence of a user-friendly tool for crafting recipes and medication formulations not only posed a challenge to client's operational process but also had repercussions for their overall business.

> Brillio's long standing partnership with the client since 2016 was the core of this alliance. Throughout this association, Brillio has consistently delivered tangible, quantifiable outcomes that the client could refer and rely on consistently.

A long-standing partnership built on trust

Brillio partnership with the client has been effective since 2016 and since then Brillio has demonstrated its expertise in designing solutions consistently delivering tangible, quantifiable outcomes. Brillio has worked with the client to enhance many of their systems and here's a snapshot of them:

User-friendly Mobile App to Streamline Lunch & Learn events: The client sought a user-friendly and intuitive interface for streamlining manual tasks during their 'Lunch and Learn' events. The mobile application digitized the entire process, from attendee registration to event management and expense submission to government agencies.

Omnichannel News access via Sharepoint: Client's intranet previously presented company news and information to employees in a disorganized and disjointed manner. Brillio helped migrate the intranet to SharePoint online creating a responsive website accessible across various devices.

Regulatory Content-enabled thru Mobile App: The client's Regulatory team was constrained by limited access to their documents on desktops or laptops. Brillio developed a mobile application that enabled users to access content on mobile devices, anywhere, any time.

Competition Analysis leveraging Mobile App: The client aimed to build a mobile application that provided insights into their competitors' strategies, latest news and releases, as well as other key activities through email and push notifications within the app.

A journey of Crafting a State-of-the-art recipe editor

Brillio designed and developed a novel tool to replace the outdated recipe editor, employing a structured three-step approach for its deployment:

Discovery: The first step was to interview the users to gain insights into their experiences with the existing system and tools to have an understanding of the application, existing processes, and current state. The process lasted over a month and involved identifying various personas at different stages of a complex process, including administrators responsible for setup, quality assurance resources, and manufacturing center personnel.

Definition: This was followed by the iterative processes of productive brainstorming sessions with the client, the business team, and the design team. Brillio successfully defined four user personas and user journeys, offering valuable insights into how the application would enhance the experience for each type of user.

Design: Brillio created wireframes, which were collaboratively reviewed by the development team to ensure a seamless transition from design to implementation and to ascertain feasibility before the final visual designs were created.

To provide a user-friendly experience, Brillio designed a new tool with familiar UI features found in existing client's applications. This approach ensured that users such as site admins, recipe authors, and key end-users could intuitively interact with the tool without encountering a steep learning curve.

To enhance the usability of the tool, Brillio designed it to be modular, allowing users to focus on one task at a time while maintaining an intuitive user experience. The team also made it easy to modify data, enabling actions like selecting multiple products and product versions with a single click for application or removal. The app was designed for efficiency, featuring robust error prevention mechanisms to minimize the occurrence of errors, even when working with a substantial number of products simultaneously.
Through extensive research, Brillio gained a comprehensive understanding of the challenges faced by the client and the imperative of replacing their older and complex tool, the Resource Editor, which housed all recipe data and other essential information.

From nine months to nine weeks: a quantum leap in application speed, accessibility, and data management

Commencing with an antiquated editor, the design process achieved the following significant improvements:

Enhanced Application Speed: Brillio optimized the application used for crafting medication recipes, substantially improving its speed. The application was previously hampered by a high volume of data, resulting in sluggish performance.

Expanded User Access: Before the introduction of this tool, only power users had access to the application. The enhancements extended access to a broader user base, greatly enhancing the overall user experience.

Centralized Data Portal: Brillio created a central portal where all data could be conveniently accessed and viewed. Prior to this development, users had to resort to taking screenshots of data and extracting information from various other portals.

As a testament to the effectiveness of this tool's design improvements, **tasks which previously took nine months to complete can now be accomplished in just nine weeks,** thanks to the advancements made over a 2.5-year period.

This ongoing development aims to further boost business efficiency by automating testing processes and promoting seamless collaboration within the application. Ultimately, this initiative will continually reduce the time required for recipe execution, leading to cost savings when introducing new products.

The aim is to enhance UX, reduce time to value and drive down costs for the client.

brillio

ABOUT BRILLIO

At Brillio, our customers are at the heart of everything we do. We were founded on the philosophy that to be great at something, you need to be unreasonably focused. That's why we are relentless about delivering the technology-enabled solutions our customers need to thrive in today's digital economy. Simply put, we help our customers accelerate what matters to their business by leveraging our expertise in agile engineering to bring human-centric products to market at warp speed. Born in the digital age, we embrace the four superpowers of technology, enabling our customers to not only improve their current performance but to rethink their business in entirely new ways. Headquartered in Silicon Valley, Brillio has exceptional employees worldwide and is trusted by hundreds of Fortune 2000 organizations across the globe.

https://www.brillio.com/
Contact Us: info@brillio.com