



## Case Study

Creating a world class user experience,  
for India's most trusted brand in the health industry

# BACKGROUND

With the technology opening various doors, paving way for news experiences to happen and also, in turn making technology turn heads for the newer ways, it's always a good welcome sign irrespective of domains.

With technology becoming more up and trendy, it becomes vital to embrace and adapt the technical change. Keeping the same in mind, one of the renowned name in the field of health care industry i.e. hospitals, wanted to focus more on the customer experience. Apart from having the world's best medical facilities, physicians, diagnostics, success stories and most importantly enjoying the cult status of being one of the most trusted brands, there was a small touch, which was probably missing to complete this 360 patient experience.



## Mobile & Web based solution:

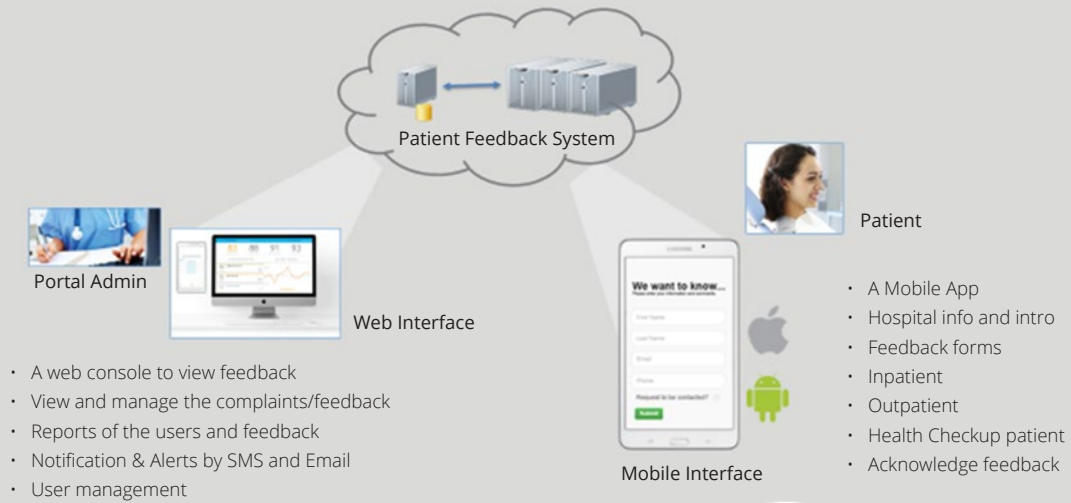
It was indeed important for this hospital, to deliver a holistic experience, which would help them stand apart! Integrating a feedback system and also developing an application, exclusively accessible to the board of directors or the management, with the entire information or the daily activities available at the touch of a button, was needed now.



## Mobinius™ Solution:

Since we understand, that delivering the best customer experience is not only the core key to success, but also one of the most important factors which is taken into existence when it comes to providing the best what one can! Keeping the same in mind, we offered the following:

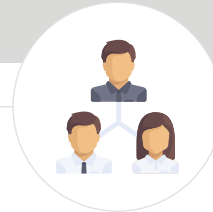
- Developing the UI UX of the hybrid application
- Application development for iOS and Android platforms
- Designing the web Interface for the admin panel
- Implementation of the server (Backend)
- Deployment of the apps to the store and back-end



## Feedback App

Feedback becomes a very critical component as a parameter to understand what has one achieved and delivered. To make the entire process more smooth and hassle free, we designed a feedback system, which would be filled by the customers – Here, customers would mean patients. A general overview of the entire sections, right from the time of admission, surgeries, doctors, food, hygiene, nursing care, diagnostics, hospitality, housekeeping, medical needs etc., are mentioned and the patient has to accordingly rate right from poor to the most excellent experience.

This would actually be a turning point for the entire staff and the management as well in finding any loopholes, if it exists and also improvising on some areas which would need some attention for their own betterment, making it better gradually.



## Management App

To be aware of what's happening and know the current trends or the developments at work, it becomes essentially very important to know the knitty - gritties right from the grass root level to the helm. The management application will give them the entire info about what's happening at the hospital – right from the number of the doctors working on the patients, the number of patients taking admission, deliveries, discharges, doctors availability, revenue generated for that day/month etc.

The access to this management application gives the entire team an eagle eye view on the activities happening in the hospital. This not only helps them to keep an eye on the various things, but also look at some of the minutest things, which in turn could prove fatal.

# TESTIMONIAL



## Outstanding work by Mobinius team

*We, at Lilavati Hospital are happy to be associated with Mobinius and have chosen them as our preferred vendor. We were impressed by the credentials of the leadership team, clientele and their range of technical expertise. Mobinius has done a job beyond our expectation for the management app. This mobile app gives a 360 degree panoramic view for our Hospital's Financial and Operational status to the top management of our hospital on a click of a button.*

*They have a sound technical team and were able to understand and absorb the scope of work given to them by our team and deliver the project on a time. We look forward to engage with Mobinius for our upcoming projects.*

**Girish Koppar**

*Sr. Manager – IT – Lilavati Hospital*

