PreEmptive Solutions

PreEmptive Solutions Case Study
Runtime Intelligence Service™ & Dotfuscator® Professional

Customer
Medical Device Manufacturer

Customer Size
4,000 Employees

Location
United States

Industry
Manufacturing

Customer Profile
This US–based medical device manufacturer operates in over 15 countries producing medical devices currently available in over 25,000 medical facilities worldwide. The company's annual revenues are ~$800 million.

Software & Services
- Runtime Intelligence Service
- Dotfuscator Professional Edition
- Microsoft Visual Studio

A medical device is only as good as the healthcare worker who uses it. By instrumenting the software that adjusts and measures the device's performance, this manufacturer has been able to improve training and identify usability issues that have led directly to improved patient care, better medical outcomes, and increased market share.

"Understanding how our products are being fit to patients' individual needs during their initial visits provides critical insight into how to improve our products and our medical training. PreEmptive Analytics has the flexibility to meet our unique requirements and our regulatory obligations."

Director of Software Engineering

Business Needs
Healthcare worker competence when fitting this medical device was identified as a critical predictor of patient satisfaction and medical outcome. This equipment manufacturer needed to measure behavior across 25,000 medical facilities while complying with HIPAA and other global privacy regulations.

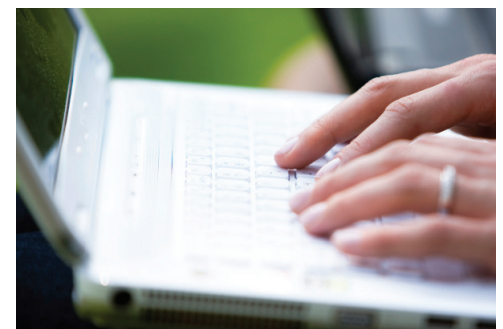## Solution
PreEmptive Analytics provided:
- Extensibility required to capture custom device-specific data,
- The in-app performance required to preserve the end-user's experience,
- Security required to protect the data, and
- The integration points to connect the runtime intelligence into their existing simulators and ERP systems.

Benefits
Correlating patient satisfaction and device returns with healthcare worker patterns and practices during the initial fitting of these devices has helped to identify and improve training, identify inefficiencies in design, and, most importantly, improve patient care and medical outcomes. For this manufacturer, measuring application impact took precedence over exception triage and feature usage.

PreEmptive Solutions

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