

Collaboration

Connectivity

Cloud &amp; Saas

IoT Solutions

Marketing Solutions

Security Solutions

**COMPANY** : Dr. BOND**PRODUCT** : Workforce Tracking, Mobile Device Management and Toll Free Services**HIGHLIGHT:** End-to-End tracking, security and connectivity solution

Individuals are concerned about their own and their family's health, and their expectations of healthcare service delivery is steadily rising. 'Dr.BOND' meets these mounting expectations by matching an people's healthcare needs and delivering a one touch solution as the need may be.

Dr.BOND combines Personalised Health & Care Services delivered with a human touch, and its Health Management & Logistic System – to provide 'A One Touch Solution for Total Health & Care'.

Their HealthShield-24 and HealthSafe-365 solutions present ideal patient care and enhanced customer experiences. A network of doctors, pharmacies, diagnostic centres, hospitals, health insurance and other health care providers, work towards a common goal of delivering optimum healthcare services.

## The Requirement

With a Pan-India presence, and a wide network of care givers, it was difficult to track their on-ground professionals and care givers. This was compounded with a need to maintain data security while limiting accessible applications on hand held devices. Dr. Bond also needed a single, national, identifiable, contact number for its Pan India operations. These challenges were translated into a set of requirements as below:

- A workforce tracking & management system
- Data security on hand held devices
- Field force connectivity
- Pan-India single contact number

## Solution

To ensure Dr. Bond was able to overcome the identified challenges, a combination of products were put together which would work in tandem for field personnel management and provide customers an enhanced experience. The combined solution included:

### Workforce Tracking via an app

- To track the locations of field personnel real-time
- Easy deployment resulting in rapid go-to-market
- Scalable to match volume increases

### Mobile Device Management (MDM) app

- Provided as Software-as-a-Service (SaaS)
- Simple, efficient and centralised onboarding of devices
- Enterprise policies which define the device usage ensuring data security
- Remote deployment and management of devices
- On-demand policy and exception reports

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- Allow secured messaging between the corporate IT administrator and the user
- Centrally deploy and manage applications
- Remotely diagnose and configure devices
- Secured access via user ID and Password on Internet
- Digital maps with zoom, route management with alerts
- MIS reports including:
  - o Travel history
  - o Tracking report
  - o Stoppage report

**Toll Free service**

- Easy access Pan-India number
- No dependency on other operators for routing etc.
- Simple web based interface managed by Dr. Bond
- Calls detail monitoring

**Benefits**

Dr. Bond is able to effectively manage a large field force comprising service and care professionals through real-time location, route management and assignment tasking. The on-ground personnel are equipped with mobile devices onto which a Mobile Device Management application is installed. This app ensures that the device is utilised within the corporate IT and security policy framework and simplifies device maintenance through remote care.

Dr. Bond's customers are able to reach the company from anywhere in the country by calling a toll-free number to avail solutions.

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