

POWERING THE DIGITAL **NXT**

BRIDGING THE DIGITAL
CHASM & SCALING
DIGITAL INFRASTRUCTURE

ABOUT HAPPIEST MINDS

96%

Digital

94%

Agile

'Born Digital . Born Agile'

5,246

Happiest Minds
across 7 Countries
Diversity 27.9%

245

Active Clients
59 Fortune2000/Forbes200/
Billion \$ Corporations
92% of repeat business

Great
Place
To
Work.



Top 10
India's Best
Workplaces in
Health & Wellness
2022

POWERING ORGANIZATIONS TO CREATE EMPATHETIC EXPERIENCES, TRANSFORM OPERATIONS & SECURE THE ECOSYSTEM

As healthcare ecosystems globally navigate a post COVID 19 world, it needs to utilize investments in digital technologies to reach consumers more efficiently, increase accessibility and deliver personalized services at lower costs. With organizations adjusting to the new normal of “Remote + Hybrid” models, they are identifying tech inequalities within their portfolio and looking at innovations that would enable them to support multidimensional care modalities.

Happiest Minds with its digital DNA has been a strategic partner to organizations in designing next generation apps, accelerating innovation and scaling health data ecosystems to drive outcomes across the care continuum. We focus on delivering services across experience engineering, connected hardware, integrated apps, data & analytics management, semantic interoperability, and cybersecurity. With established CoEs, practices and an ecosystem of partners we focus on translating the roadmap of our customers into digital experiences.

SEGMENTS WE SERVE



HAPPIEST MINDS' OFFERINGS

Driven by an innovation focused approach, we provide value by delivering services across the following areas –

Reimagining Experiences



Personalizing every micro-moment interaction by stitching together design elements with a human-centric approach. We help care providers empower patients in making informed & involved decisions during their care journey.

Smarter Enterprises



Minimizing manual touchpoints, industrializing operations (front-mid-back office) & addressing burnout challenges. Designing intelligent task management processes, automating workflows to support new care models and multichannel engagement initiatives.

Unlocking Intelligence at Points of Interaction



Democratizing data & delivering insights for better outcomes. Building data platforms & analytics hubs that support exponential dataset volumes growth, need for high performance, unstructured data processing and availability of insights in real time.

Connected Ecosystem



Semantic integrations, chip-to-cloud data exchange to facilitate collaboration between multi-disciplinary teams. Developing enterprise interoperability solutions, modernizing systems using standards such as FHIR, HL7, DICOM to share health data securely across the fragmented ecosystem.

Digital Security



Ensuring assets security & protecting PHI data. Suite of Healthcare security services to establish SOC, monitor OT/IT/IoMT devices, provide unified visibility, and set up network protection. We partner with our customers to support their regulatory compliance, define cybersecurity postures and perform periodic risk assessments.

Digital & Integrated Supply Chain



Improve data flow, visualization, provider-patient connectedness, asset tracking & regulatory compliance.

INDUSTRY FOCUS & USE CASES

HEALTHTECH	MEDTECH	PHARMA & LIFESCIENCES
<p>Consumer & Provider Engagement</p> <ol style="list-style-type: none"> Digital Engagement tools for delivering therapy & increase adherence. Establishing IoMT hubs that enable remote monitoring, analysis & optimization of care delivery. Digitally powered Service Ops for delivering digital assessments, 24*7 support. 	<p>Chip-to-Cloud Connectivity</p> <ol style="list-style-type: none"> Assisting in hardware & software modernization to enable two-way connectivity. Cloud assessment, migration, and maintenance to reduce TCO. Enabling data exchange for real time triage, intervention, predictive maintenance, & monitoring. 	<p>Digital Factory</p> <ol style="list-style-type: none"> Accelerating Industry 4.0 adoption to digitize Production line & shopfloor. Facilitating Smart Monitoring by connecting assets to improve productivity. Streamlining SOP management, field service/ training gaps via Automation & AR/VR usage.
<p>Hospital at Home</p> <ol style="list-style-type: none"> Designing integrated ecosystem to connect communities, providers, hospitals & care teams. Enabling data exchange for real time triage & intervention using FHIR. Establishing Cloud infrastructure to scale capacity & optimize efficiencies. 	<p>Connected Solution Ecosystem</p> <ol style="list-style-type: none"> Establishing IoMT hubs that enable remote monitoring, analysis & optimization of care delivery. Integrating medical devices with CDSS for generating contextual alerts & enabling personalized clinical workflows. Enterprise platforms for customer engagement, tracking usability, eCommerce & service support. 	<p>Digital Engagement</p> <ol style="list-style-type: none"> Designing multi-experience platforms to facilitate remote monitoring & decentralized clinical trials. Scaling back-office efficiencies by automating workflows & digitizing documents. Integrating clinical systems (EHR/EMR/Labs/Pharmacy) & devices (IoT/IoMT) to transform member engagement.
<p>Enterprise Health Data Ecosystem</p> <ol style="list-style-type: none"> Integration of clinical & non-clinical data for creating a unified view. Design data driven customer relationships & revenue models. Consumer 360, Population analysis and Risk Stratification. 	<p>Intelligent Enterprise</p> <ol style="list-style-type: none"> Automation of data consolidation from different sources. Predictive device maintenance and service management. Streaming data analytics. 	<p>Field to Board Insight</p> <ol style="list-style-type: none"> Building scalable data platform to manage diverse real-world/clinical & SDOH datasets. AI solutions to forecast market needs, customer churn, disease progression.

ASSETS CATALOG

Our offerings & best practices are complemented by a suite of frameworks that accelerate rollout and reduce implementation timelines.

Area	Description
Business Automation	Automation platform to streamline and automate business processes.
Vision Analytics	Computer vision framework comprising of integrated set of tools & techniques to produce customizable, progressive, flexible, and modular solutions.
Data Management	Platform that allows measurement of data quality trustworthiness and comes with 23+ plugins, pre-built reusable dashboards and AI/ML powered real time alert mechanisms.

DIGITAL CAPITAL DELIVERED A SHOWCASE

For a Home Healthcare company

We helped in designing a solution for clinical staff to manage drug administration & integrate with pharmacies for effective drug inventory handling. This solution benefited the customer in streamlining their process of prescription management & reconciliation.

For a HealthTech company

We built a modern data platform on cloud that supported analysis of healthcare claims & marketing data. The solution designed acted as the generator of a single source of truth and allowed the customer to generate customer 360 and perform marketing analysis.

For a leading Laboratory Instrument and Software company

Designed & developed BSP for instrument gateway which consists of dual IMX8QM application processors and a L2 LAN switch. Enabled support for remote OS updates, security features and customizations to support application software.

For an integrated Health System consisting of Hospitals & Primary Care Clinics

Established a centralized security monitoring solution, onboarded multiple security solutions into SOC platform to establish single visibility portal and automated IAM & PAM incidents with reduced incidents.

For a leading Healthcare group

Used a consultative approach to assess the current state of their tool portfolio consisting of portal & mobile app to HITRUST regulatory needs. The work we carried out enabled the customer in identifying shortcomings in their tool portfolio allowing them to take appropriate remedial measures and prepare for certification.

For a 5-billion-dollar company that manufactures Medical Devices, Pharmaceuticals & Consumer Goods

Designed a master data management solution that addressed one of their most complex MDM use cases in a large international market. Implemented data governance, cleansing, standardization, de-duplication & automated golden record creation based on a configurable rule engine.

For a leading Pharma company

Designed & implemented a web-based application for a global team to perform analysis for new product pricing. Built a pricing model integrating actual cost data, forecasts, expected demand, market intelligence, reference prices from external systems & and wholesale acquisition cost (WAC).



JUMPSTART YOUR JOURNEY WITH HAPPIEST MINDS

Ideate for Discovery



Unearth the opportunities. Define the relevant areas of impact for clients.

Experiment for Value



Build a proof of concept to validate the use cases.

Pilot



When successful in the lab environment, test the selected use case in practice, and in production to validate the approach and define the plan to scale outcomes.

Implement



Co-creation with us to develop full-blown use cases in sprint mode.

ABOUT HAPPIEST MINDS TECHNOLOGIES

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/ augmented reality, etc. Positioned as 'Born Digital . Born Agile', our capabilities span Product & Digital Engineering Services (PDES), Generative AI Business Services (GBS) and Infrastructure Management & Security Services (IMSS). We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, EdTech, engineering R&D, healthcare, hi-tech, manufacturing, retail, and travel/transportation/hospitality. The company has been recognized for its excellence in Corporate Governance practices by Golden Peacock and ICSI. A Great Place to Work Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia, and Middle East.



happiest minds
The Mindful IT Company

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