

HEXWARE

Modernized Supply Chain Management Solution and Cell & Gene Therapy Patient Service for US-based Company

Transforming patient services and HIPAA-compliant
supply chain management solutions

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is a US-based late-stage oncology company. This global leader is involved in developing and commercializing novel cancer immunotherapies based on tumor infiltrating lymphocytes (TIL). With patient-centricity at its core, this client aims to change the way cancer is treated.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client sought to adopt a cutting-edge technology platform and emerge as a pioneer in the discovery, development, manufacturing, and commercialization of TIL treatments with the potential to amass an extensive portfolio of cell therapies for a variety of solid tumors and blood cancers.

The client wanted to establish its platform on HIPAA-compliant advanced technology, improve communication and collaboration and provide its clients with a host of pharma, commercial, and clinical benefits, enabling them to manage and scale the platform for multiple therapies. To meet these objectives, the HIPAA-complaint platform had to be:

- Adaptable
- Simple to validate and customize
- Capable of enabling the client and their collaborators to manage and track the progress of the patient journey
- Able to automate the currently manual supply chain management solution to reduce the burden on the clinical department.



Solution

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Hexaware partnered with the client and engineered a robust platform that implemented Salesforce Health Cloud for streamlined business operations. The comprehensive solution included:

Shared Community

We built a community for healthcare professionals (HCPs), supply chain personnel, and internal stakeholders to collaborate and oversee key manufacturing milestones.

Customized Health Cloud

We tailored the out-of-the-box Health Cloud to monitor the patient's journey and the Chain of Identity (COI) and Chain of Custody (COC).

HCP Community Setup

We configured HCP community to make it easier for HCPs to register patients, schedule surgery, order placement, ship raw material & receive final products from manufacturing plants.

Internal Health Cloud Deployment

We deployed the Health Cloud internally for subject registration, capacity planning, case management quality assurance, and logistics operations.

Seamless Integration

The solution seamlessly integrated with the client's system (EDC & CRM), partner systems, and courier systems for an efficient supply chain management workflow.

HIPAA Compliance

We constructed a HIPAA-compliant platform fortified with robust security measures to safeguard patient data and maintain detailed audit trails.



Benefits

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The engagement delivered transformative advantages, enhancing both commercial and clinical aspects, empowering the client to effectively manage and expand the platform for multiple therapies. These benefits include:

Tailored Excellence

A bespoke, secure, and scalable HIPAA-compliant platform that empowered communities to seamlessly integrate, accelerating supply chain business operations. This fortified collaboration elevated the quality of services provided to patients, authorized TIL centers, and manufacturers.

User-centric Experience

The user-friendly design and personalized UI/UX experience ensured a delightful interaction for all users, including healthcare professionals (HCPs).

Milestones Management

The supply chain management solution intricately addressed key milestones in a patient’s journey, from pre-diagnosis to post-diagnosis, enhancing patient care and experience.

Regulatory Success

The platform met stringent requirements, qualifying for the coveted Biologics License Applications (BLA) filing, bolstering the client’s regulatory standing and prospects.



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A US-based oncology company partnered with Hexaware for transformation of cell and gene therapy management. Seeking HIPAA-compliant technology, Hexaware implemented Salesforce Health Cloud to streamline supply chain management processes, foster collaboration, and enhance patient services. The result was a secure, scalable platform that improved patient experiences and contributed to Biologics License Applications (BLA) filing success.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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