

Dr. Lal PathLabs Taps IBM Big Data Insights

30 July 2013 | News | By BioSpectrum Bureau

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IBM recently announced that Dr. Lal PathLabs (LPL), a pioneer in diagnostic services in India, is leveraging IBM consulting services to improve the quality of information and service to its patients, becoming one of the few labs in the country with a centralized view of patient information across its laboratories and Patient Service Centers.

With global expansion plans, LPL wants to transform its existing data system into a knowledge stream with collaboration tools across 80 locations that increase quality of patient reports, research, development and productivity. IBM assisted LPL to select and implement the right system to transform their laboratory information management process, thereby improving the reliability of sampling processes, meeting regulatory compliance and industry standards, and providing comprehensive reporting, monitoring and analysis capabilities.

"Sourcing and analyzing Big Data in real-time from multiple sources is a growing challenge across industries. With the right combination of technology and services, organizations like LPL can take advantage of the increased availability of data to improve patient service and care, achieving the very highest industry standards," said Jeby Cherian, Vice President and Managing Partner, Global Business Services, IBM India/South Asia.

As going live in 4 months, the solution has already integrated over 25 highly-specialized departments and 250 instruments, sufficed thousands of patients, processed millions of samples/reports, while supporting critical business needs, moving data to a new application, and imparting training to hundreds of end users and administrators, both in India and abroad.

As pharmaceutical, biotechnology and healthcare companies seek more cost-effective, efficient technologies to help them meet customer expectations and ensure regulatory compliance, it is a business imperative to have a customizable information management system. Working with IBM, LPL can integrate, automate and optimize data for new insights and also make it cost effective, scalable and secure.

LPL, with a proven record of accomplishment of more than six decades for strict adherence to international standards and

benchmarks, it offers quality services to its customers in the form of more than 4000 types of tests."We serve over 30,000 patients per day, resulting in more than 90,000 samples per day. It was imperative for LPL to apply this large pool of data to improve the experience of our customers," said Dr. Om P Manchanda, Chief Executive Officer, Dr Lal PathLabs. "IBM's industry expertise and deep domain knowledge helped us derive real time insights to improve collaboration and boost growth across the company."