

Case Study

LTI helps a Leading Medical Equipment Manufacturer enable an always-on digital engagement channel for patients suffering from sleep disorders



Client

The client is a leading medical equipment manufacturer based in the US. They specialize in building products that treat sleep apnea, COPD and other chronic respiratory diseases.

Challenges

- A company providing machines for effective sleep apnea treatment was looking to deploy an innovative digital service delivery model to help its customers diagnose and treat sleep disorders.
- The manufacturer wanted to capture user profile information in a streamlined manner and enhance user experience by making its digital channels engaging and easy to use.

LTI Solution

- LTI built a 'Sleep Apnea Bot' – an AI-driven digital application that helps in the diagnosis and treatment of sleep disorders by managing free-form text conversations effectively.
- Customized user interactions by deploying AI-driven conversational systems that comprehend a patient's medical history and symptoms to provide detailed therapy courses.
- Leveraged data from live chats with patients to provide a variety of services ranging from pre-diagnosis to a detailed therapy course.

Business Benefits Delivered

- With the Sleep Apnea Bot available 24x7 to patients, the client's accessibility to patients has increased tremendously.
- Customer engagement and connections have seen a significant rise, and simple conversations are being harnessed to deliver relevant diagnosis and treatment.
- Customer data is also being managed with greater efficiency and predictive assistance has become the norm rather than the exception, boosting customer satisfaction.
- With data-driven insights, the client can now successfully treat sleep disorders and better gauge user habits and patterns.

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 350 clients succeed in a converging world. With operations in 30 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 28,000 LTIites enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at www.Ltinfotech.com or follow us at [@LTI_Global](https://twitter.com/LTI_Global)