



## **Metropolis Partners With Attune for Continuous Process Improvement**

The objective of the complex implementation of the Attune LIMS was to successfully replace the 15 year old legacy system and to achieve the most challenging change management

# THE CUSTOMER

Metropolis is one of the top 3 diagnostic lab chains in India. Processing over 30 million tests a year, catering to over 20,000 Laboratories, Hospitals, Nursing Homes and 2,00,000 consultants; and with 34 years of experience in delivering accurate reports, Metropolis has earned the reputation of being India’s only multinational chain of laboratories with a strong presence in Sri Lanka, UAE, South Africa, Kenya, Mauritius& Ghana.

# THE CHALLENGE

The Customer’s existing system had multiple limitations in terms of features which restricted their operational capabilities created challenges for users at the customer side. Attune replaced the old inefficient system with multiple limitations to one that offered the customer a user friendly system that improved productivity significantly.

Old LIMS	Attune LIMS
VB based application which required exe file installation for every system to run application	.Net based application, Installation is not at all required .Only Internet connection and Basic browser compatibility is sufficient.
New registrations for every aberrant work flows. i.e operational tasks such as Recollect, reject sample, reflex test not available at user end. Request sent to IT team	Recollect, reject and reflex procedure are transparent system based and are done by technicians only
Images were sent as a separate attachment, there was no traceability	Graphs and images are attached in the reports itself.
Users used to face lot of issue at the time registration of patients with insurance policies where insured is required to pay a certain percentage of the covered costs	Payee payer issue was resolved using co-payment facility where part payment can be paid by patient at the time of registration only
Expert opinion approval feature was not incorporated in old LIMS where two doctors will approve same report.	Co-authorization feature was introduced where expert doctor can approve report in addition to normal doctor’s approval
Sample tracking was very difficult	Sample tracking was made easy using different status and workflow- such as sample collected, transferred, received
Dept was contacted to check reporting status and time required for report released	Through different status-Pending, completed, validate, approved, co-authorized, actual status of report is known by any user. Dept is not disturbed
For MIS, users need to depend on IT team ranges	MIS was easy and was accessible to all users.
Typographical errors during result entry.	Auto drop downs, Auto completes and pre-defined result templates mapped to the corresponding tests resulting lesser errors and also time is saving.
Duplicate test code to be made for reference	Analyser base, client specific reference ranges can be added.
Medically not acceptable results allowed to be released	Domain range feature helped to disallow medically incorrect values





## THE SOLUTION

Attune's team implemented the LIS solution, a Cloud-based architecture that supports multi-tenancy to deal with the customer's challenges in a private Cloud for Metropolis with users needing only an internet browser to access the system which significantly decreased the implementation time in other locations.

Attune LIMS integrated:

25+

Processing  
Locations

60+

Collection  
Centers

15+

Departments

80+

Clinical  
Work flows

4500

Tests and  
Panels

3270

Clients/  
Corporate

150+

Interfacing  
Devices

In a year Attune LIMS handled close to :

6,38,130

Number of  
Patient Records

7,78,905

Number of  
Samples

11,10,641

Test Processing

Replacement of the old system with Attune LIMS introduced a lot of features that were not present earlier system thus making the operations more transparent and efficient.

To know more about how you can improve productivity of your lab operations, [click here](#).

## Customer Speak

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After going through 80 different LIMS solutions and vendors (national as well as international), I made a confident choice with Attune as a vendor partner because the team has sound domain knowledge, suggested innovative solutions for every query raised, and most advanced IT technological skills. Under my leadership, I have engaged vendors for software solutions several times in my 25 years of career.

However, today I feel most confident about my choice in form of Attune.

”

Dr. Nilesh Shah  
COO  
Metropolis

## About Attune

Attune Technologies is a next-generation healthcare IT company that has pioneered Cloud based products designed to help the entire healthcare ecosystem. Attune's solutions seamlessly integrate Labs, Hospitals, Pharmacies, Blood Banks, Radiology, Medical Devices (IoT), Insurance Companies, and Accounting resulting in increased revenues and operational efficiency. Attune's solutions can be deployed across the spectrum of organizations – starting from single physician clinics to a network of healthcare providers making it the largest Cloud based healthcare IT service provider in the region.

Funded by Norwest Venture Partners and Qualcomm Ventures, Attune is headquartered in Singapore and supports over 10 million patient health records serving 200+ clients spread across 15 countries in the Indian Subcontinent, South East Asia, Middle East and Africa. The company's platform interfaces with over 1100 devices such as lab analyzers and ICU machines to absorb labs into the health network. In interfacing with them, Attune is bringing to life the concept of 'Internet of Things' or a connected universe for the entire healthcare sector.



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