

CASE  
STUDY

EPAM DEVELOPS LIFE-SAVING SOFTWARE SOLUTIONS

**THAT SIMPLIFY AED  
MAINTENANCE &  
COMPLIANCE FOR  
CARDIOREADY**

<epam>

## THE BACKGROUND: AED PROGRAMS CAN INCREASE SUDDEN CARDIAC ARREST SURVIVAL RATES

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CardioReady uses a patented process to deliver turn-key, certified cardiac emergency response programs to businesses with locations in the U.S. and around the world. With a mission of helping its clients implement and maintain effective automated external defibrillator (AED) programs, CardioReady is a leader in AED program compliance and training, and its services can increase survival rates for Sudden Cardiac Arrest victims from 7% to more than 70%.

To simplify and improve compliance checks and maintenance for those who monitor, inspect, and assess AED programs (and thus ensure functional devices and trained personnel are in place when cardiac emergencies strike), CardioReady partnered with EPAM to create a central monitoring hub along with two multi-platform mobile apps.

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### THE CHALLENGE: TRANSFORM A PROCESS RIFE WITH EFFICIENCY & COMPLIANCE GAPS

Despite its status as a proven leader when it comes to saving lives through AED programs and other forms of rescue readiness, CardioReady wanted to improve the ease and efficiency of its compliance checks to ensure that each AED system met and exceeded all necessary standards. According to CardioReady CEO John Ehinger, the company “needed a better framework to make maintenance checks and other compliance elements easier because if processes are too cumbersome, they can be de-prioritized at field locations.” Additionally, CardioReady was determined to provide its multi-site customers with a readily transparent mechanism for viewing the status of all locations in real time.

While CardioReady’s pre-existing technology system supported organizations at a site-by-site level, aggregate reporting was ponderous and inconvenient. For users, performing AED checks meant traveling between each device and returning to their stationary workstations to record the check and log any comments. On top of the additional workload this process placed upon users, this approach also left potential compliance gaps.

In addition, because all reporting was performed manually, many clients with multiple locations lacked visibility into all of their locations’ efforts. To further complicate the process, CardioReady’s team of on-site inspectors – a key differentiator for the company – had to perform data entry after leaving the field, which consumed valuable time and opened the door for errors.

We have learned that successful, compliant AED programs have been proven to drastically reduce the impact of Sudden Cardiac Arrest. With that in mind, CardioReady turned to EPAM for an innovative solution that would delight its users, scale its business, and advance its mission of saving lives.



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### **THE SOLUTION: TWO APPS & A GLOBAL DASHBOARD TO MONITOR, INSPECT, & ASSESS AED PROGRAMS**

EPAM listened to CardioReady's monitoring, inspection, and assessment challenges and responded by crafting software solutions that enable users to perform their jobs in the most efficient, compliance-driven way possible. First, EPAM collaborated with CardioReady to develop a global dashboard – the CardioReady Certification Center – to assist organizations in easily monitoring the real-time compliance status of all locations in one easy-to-interpret virtual tool. The solution aggregates all site-level data and offers organizations clear visibility into all locations, thus allowing multi-site organizations to monitor their AED programs from a singular administrative position.

# GLOBAL DASHBOARD

The Global Dashboard shows data for all company sites – how many AEDs at each site, how many need maintenance, how many people are trained to use them, etc.

CardioReady Certification Center®  
Protecting the heart of your organization

MyProfile Feedback Need Supplies? FAQ Logout

Need help? Call your Relationship Manager

Global Dashboard Global Facilities Global Reports

Certification status	
Total facilities :	12
Facilities with suspended certifications :	0
Facilities with certification expiration in the next 30 days :	0
Facilities with certification in good standing :	0

[Click here for details](#)

AEDs	
Total AEDs:	25
AEDs with expired batteries or pads :	0
AEDs with battery or pad expirations in the next 90 days :	1
AEDs in good standing :	24

[Click here for details](#)

Maintenance	
Total facilities :	12
Facilities with Current Monthly Maintenance NOT Completed :	10
Facilities with Current Monthly Maintenance Completed :	2

[Click here for details](#)

Trained Responders	
Total responders :	55
Responders whose training has expired :	0
Responders whose training expires in the next 90 days :	1
Responders in good standing :	54

[Click here for details](#)

# GLOBAL FACILITIES PAGE

The Global Facilities page is a visual representation of multi-site data broken up by location.

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Global Dashboard Global Facilities Global Reports

Global Facilities

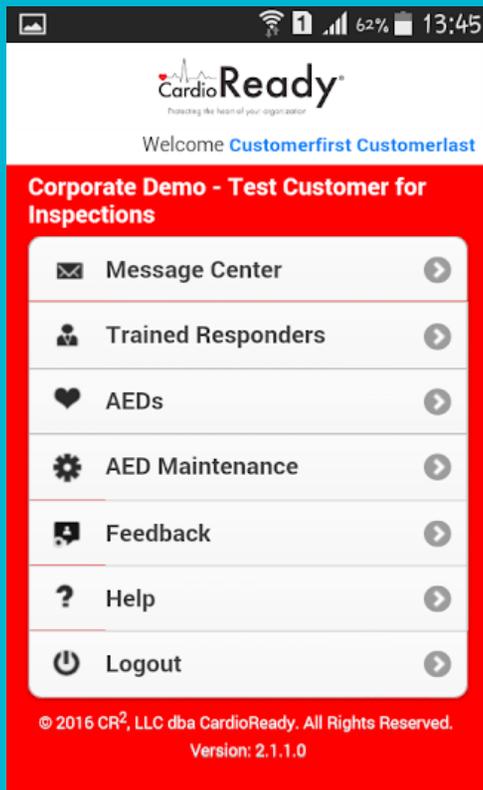
Print Download Clear all filters Search:

Location	Description	Region	Certification	AED	Trained Responders	Maintenance	Overall Facility Status
Type to search locations	Description	Region	All	All	All	All	All
<a href="#">Location 1</a>				●	●	●	
<a href="#">Location 2</a>				●	●	●	
<a href="#">Location 3</a>				●	●	●	●
<a href="#">Location 4</a>				●	●	●	●
<a href="#">Location 5</a>				●	●	●	●
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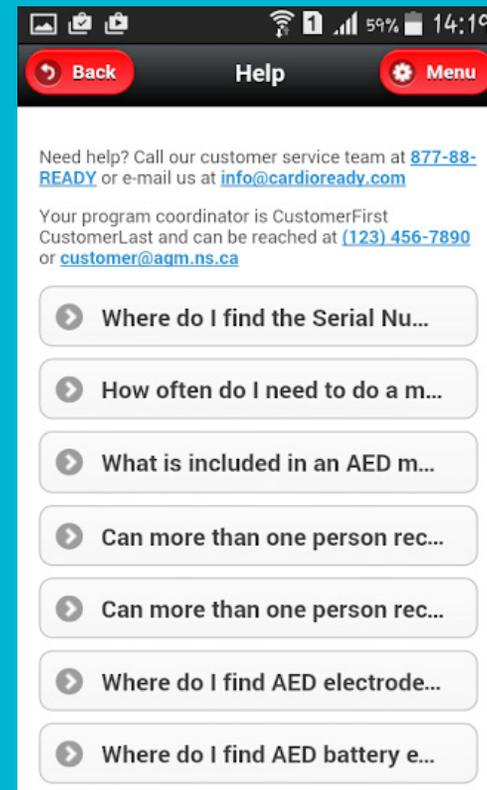
Showing 1 to 12 of 12 entries

# MAINTENANCE MINDER APP

Second, EPAM developed a mobile app that methodically guides organizations through their AED program checks while using a more easily verifiable approach to collecting all relevant data. The app, Maintenance Minder, now serves as a “functional tool that enables people to significantly simplify the process of maintenance checks and improve compliance,” according to CardioReady CEO John Ehinger.



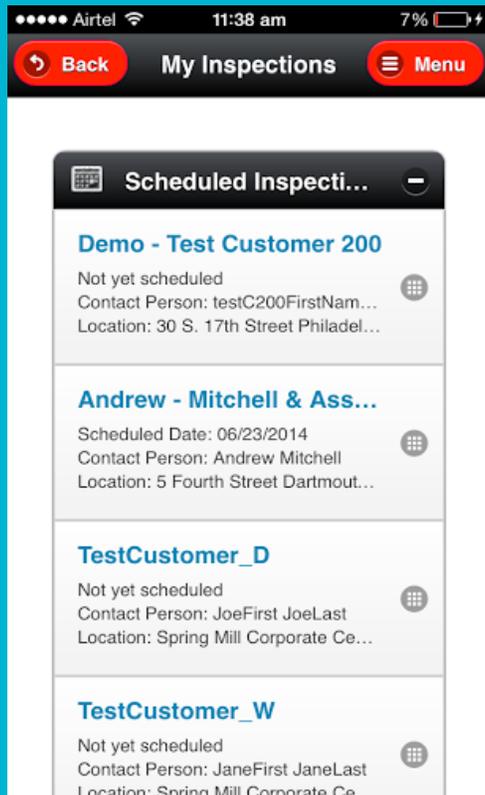
The Home Screen shows all of the different functionality and features available



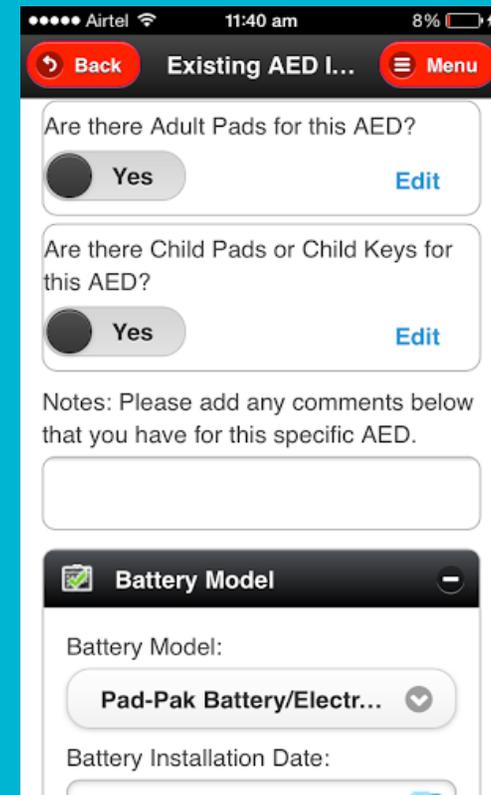
The Help Screen features a Q&A section to help facilitate proper AED maintenance and compliance

# INSPECTOR MOBILE APP

CardioReady watched as Maintenance Minder delighted its user base, which soon grew into the thousands. Inspired by the app's success, CardioReady asked EPAM to build a similar app for the company's team of inspectors. In turn, EPAM delivered the Inspector Mobile app to bring a more straightforward approach to site assessments for inspectors that resulted in increased efficiency and bolstered safeguards to protect the integrity of the inspection process.



The expanded screen shows the inspector's list of inspection sites for the day



The Existing AED screen prompts an inspector with tasks to complete throughout an inspection

## THE SOLUTION (CONT.)

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Throughout development, EPAM and CardioReady worked together to ensure that each solution would run as smoothly as possible with the widest range of user availability. We accomplished the following objectives along the way:

- Maintained single code base for all targeted platforms, as apps were built on EPAM's mobile development framework on top of PhoneGap
- Executed Rich HTML5, CSS3 experience for one deployment through responsive design
- Integrated solutions with existing NetSuite ERP
- Facilitated automatic sync between mobile devices and web portal for centralized data storage and reporting
- Provided support for offline data entry, maps, barcode scanning, and camera access
- Launched to iTunes, Google Play, Blackberry, and Windows Phone app stores
- Utilized cloud-based testing on multiple operating systems and device types as required by business needs

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### THE RESULT: MORE CLIENTS, MORE LIVES SAVED

EPAM's mobile apps and synchronized global dashboard for CardioReady have further empowered the company to be seen as an innovator in a growing sector. As a result of these projects, CardioReady enjoys the following lasting business benefits:

- The ability to leverage innovations in software and technology to advance its effort of saving lives from Sudden Cardiac Arrest
- Expanded pre-existing arrangements with clients along with the addition of numerous significant global corporate clients
- Greater visibility into and accuracy of compliance as a result of real-time reporting
- Time and money saved from more efficient and easily verifiable maintenance checks
- EPAM and CardioReady have developed a long-term partnership

Software now lives at the heart of CardioReady's business and drives its effort to reduce the impact of Sudden Cardiac Arrest. Through the delivery of such innovative solutions to its clients, the company has expanded its competitive advantage while helping to save more lives in the process.

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**“WHEN YOU GET INTO A DEVELOPMENT EXERCISE, YOU NEED TO FIND SOMEONE YOU CAN TRUST. DEVELOPMENT CAN BE FLUID, AND IF YOU DON’T FEEL YOU HAVE SOMEONE YOU CAN PARTNER WITH AND WHO HAS YOUR INTEREST IN MIND, YOUR ABILITY TO REACH A VIABLE AND TIMELY SOLUTION IS MUCH MORE CHALLENGING.”**

- JOHN EHINGER, CEO, CARDIOREADY

## **MAKE EPAM YOUR MOBILE APP DEVELOPMENT PARTNER**

Along with our deep mobile expertise, our creative approach and broad view of the technology landscape attracted CardioReady to EPAM. Once engaged in development, it quickly became clear that CardioReady had found a valued business partner in EPAM. To learn more about how we can make the same impact on your organization through innovative software solutions, please contact us today.

**QUESTIONS?**  
CONTACT US AT  
**SALES@EPAM.COM**

 For more information,  
**PLEASE VISIT EPAM.COM**

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