

nResult + Welch Allyn

Established provider of frontline healthcare technologies relies on nResult for pre-qualified, immediately available engineers familiar with Welch Allyn processes.

Background

For nearly 100 years, Welch Allyn has provided advanced technologies and solutions for caregivers serving at the frontlines of client care. This internationally-recognized manufacturer of medical diagnostic equipment and healthcare products has built a reputation around the foundational tenets of innovation and accountability. With the advanced technologies offered by Welch Allyn, healthcare providers can focus more fully on serving patient needs.

Challenge

With patient monitoring systems that can easily fill a small room, Welch Allyn's Beaverton, Oregon testing lab was quickly feeling overwhelmed and constrained. Unfortunately, extensive FDA-mandated procedures and accompanying documentation made outsourced testing appear virtually impossible. Posing what some thought was an impossible request, Welch Allyn representatives were impressed when nResult (then PCTest) demonstrated that they could fulfill rigorous FDA guidelines and also configure their testing facilities on the fly to accommodate Welch Allyn's largest product offerings.

nResult

Showing that they could accommodate Welch Allyn's desk-sized Acuity systems with a custom-configured mini-testing lab was only the first step for nResult. Providing well-qualified nResult engineers for FDA testing process training came next. Unlike other contract-based approaches, nResult engineers remain long-term, salaried employees of nResult before, during and after project engagements. As a result, nResult clients train once, and can then call upon this knowledge of their specific processes and procedures in the future.

nResult's cross-training approach means that the FDA training procedures originally taught to two nResult engineers were quickly dispersed throughout the nResult team. This proved helpful when Welch Allyn faced unforeseen testing needs, requiring testing support staff on very short notice. Rather than waste time training new contract engineers, Welch Allyn simply requested that some of their pre-qualified nResult engineers come out to support their in-house testing lab engineers. Since nResult never requires long-term contracts or commitments, Welch Allyn can request and dismiss these engineers as project needs dictate, without suffering any knowledge drain. Thanks to nResult, Welch Allyn can access the well-qualified engineering support they need at a moment's notice, bringing much-needed flexibility to the testing and validation practices of this innovation leader.

For a free, no-obligation consultation and to learn how salaried nResult engineers can help your team flexibly accommodate project peaks and valleys, call 503.257.8000 x.208 or email sales@nresult.com.