



## CASE STUDY

**Neev Systems implemented an integration solution to help Guardant Health to achieve efficient kit tracking process**



**Client**  
Guardant Health



**Location**  
Redwood City, California, US



**Industry**  
Biotechnology Research



## About the Client

Guardant Health is a leading precision oncology company dedicated to conquering cancer worldwide. With its proprietary blood tests, extensive data sets, and advanced analytics, Guardant Health leverages its oncology platform to drive commercial adoption, improve patient clinical outcomes, and reduce healthcare costs throughout the cancer care continuum.



## Challenges

Guardant Health faced challenges with the tracking of kits that were sent to physicians. The lack of shipping information resulted in reactive kit orders when supplies ran out. The usual packing and shipping time for kits would range around 1-2 weeks, resulting in delayed tests and hampered patient experience.



## Solutions

- ▶ To address the challenges faced by Guardant Health, Neev Systems built the integration workflows/processes to track the kit statuses by retiring the legacy process that was in place.
- ▶ Dashboards were built to track all kits with status, including orders shipped to the clients and which were about to expire.
- ▶ Integrated process with third-party vendor to mitigate away from paper airway bills and kit forecasting.

### Applications/Technologies Used:



Mulesoft



Salesforce CRM



AWS SQS



Third-party APIs



## Benefits

- ▶ Reduced overnight shipping costs by **\$450k/year**.
- ▶ Decreased incidents of lost/misplaced kits through proactive monitoring.
- ▶ Minimized order cancellations to less than **1%** by ensuring clients used non-expired kits.
- ▶ Reduced the manual reporting hours required by the supply chain team from **28 hours/week** to just **5 hours/week**, allowing for more productive use of their time.

## Approach and Methodology



- ▶ Developed a robust integration architecture to enhance the overall productivity by integrating with multiple systems.
- ▶ Implemented various processes to receive real time kit data, creating kit orders using third party APIs, tracking Kit details and the estimated time of arrival (ETA) etc.
- ▶ Repetitive tasks have been automated to improve the accuracy.
- ▶ Dashboards and real time alerts were in place which dramatically reduce the manual support hours.



# About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. Our mission is to leverage a collaboration-first approach for building efficient, reliable, and flexible solutions that help clients adapt quickly to shifting market dynamics and changing customer demands.

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