



Parkway Pantai INNOVATION CHALLENGE 2019



Parkway Pantai Employee Internal Challenge

OBJECTIVE

Parkway Pantai is a medical company with a strong presence established in the Asian healthcare sector. With healthcare and customer expectations constantly evolving, the company designed the "Parkway Pantai Innovation Challenge 2019" was an employee internal challenge that gave them an opportunity to leverage their resources to stay ahead of the industry's curve.

THEMES



NEW SERVICE MODELS

How can we leverage the data to create new products and services that will generate new service models?



OPERATIONAL EFFICIENCY

How can we use the data to improve process, communication, operational efficiency and provide a seamless service experience for customers?



CLINICAL ENHANCEMENT

Can we use the data to develop a product that can enhance our clinical offerings, therefore providing better patient care?



SERVICE EXCELLENCE

How can we anticipate customers' needs intelligently and improve customer experience by using the data?

FINAL RESULTS

After a successful employee internal challenge with 285 teams, boiled down to top 5 teams of which 3 have their projects currently being piloted in the company.

TIMELINE



PHASE 1

Jan 28 - Mar 22



1ST SELECTION

Mar 25 - Apr 5



PHASE 2

Apr 8 - May 6



GRAND FINALE

May 9



Engaging talent for innovation

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