

SUMMER TRAINING

at

Stanplus Technology Pvt. Ltd

(27-4-2021 to 27-6-2021)

**A study to analyse the service requests registered with red assist by Stanplus
during the month of May-June.**

A Report By:

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1075
MBA-HM
2020-2022



Stanplus Technology Private Limited



India's largest medical response and assistance company

430+
employees

80+ members

24/7 response
centre

5500+
ambulance in
network

300+ hospitals
in partnership
and tie-ups

Founded: May 2016

***Antoine Poirson, Jose Leon and
Prabhdeep Singh.***

Offices in **India** and **Singapore**

Stanplus provides:
Medical emergency response, Occupational health and safety
services



Products and Brands owned:

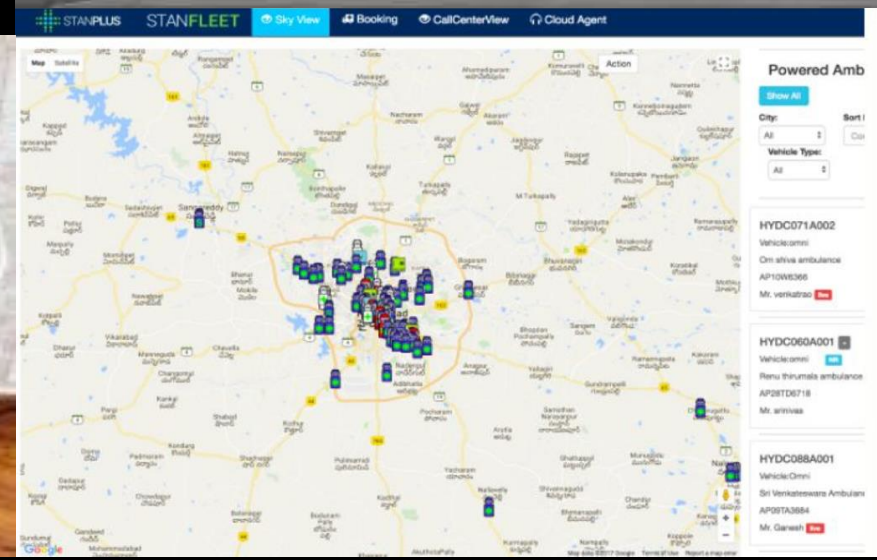
RED 911 Assistance

RED ASSIST

StanAIR

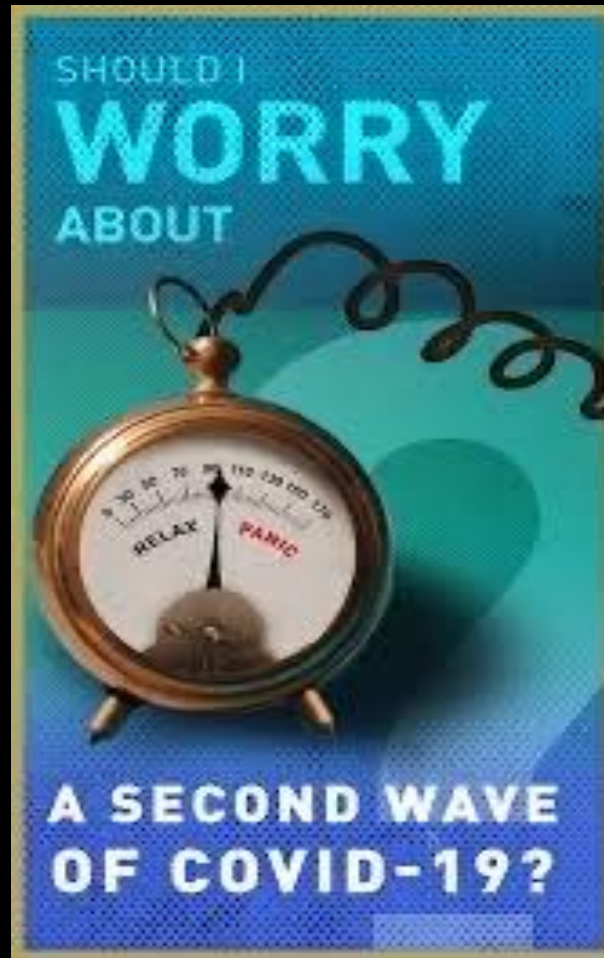
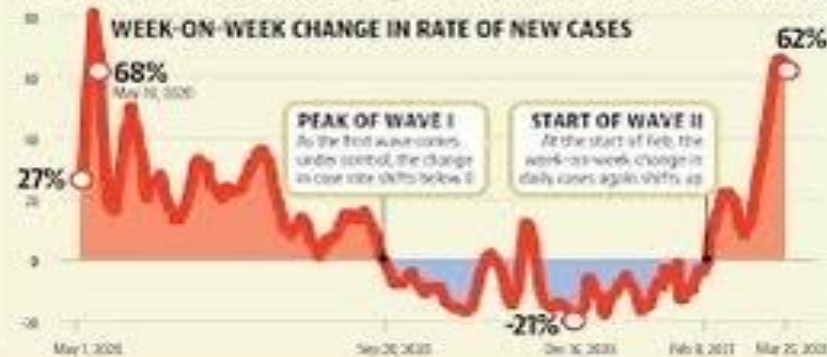
Stanplus APLHACARE

Stan COMMAND



Wave II rising dangerously fast

Is the 2nd wave India's case rate is growing much faster than what was seen even during the worst of the 1st wave. Last time the rate of increase was this high was on May 30, 2020, when the base was much smaller



STANCOMMAND

A centralized command centre for all your on-demand medical response services.

Launched in **March 2021**

STANCOMMAND by Stanplus is one of its kind *medical response service* that promises to cater to the medical assistance required by the employees of the company availing the service.



RED Assist

covers the medical assistance requirements

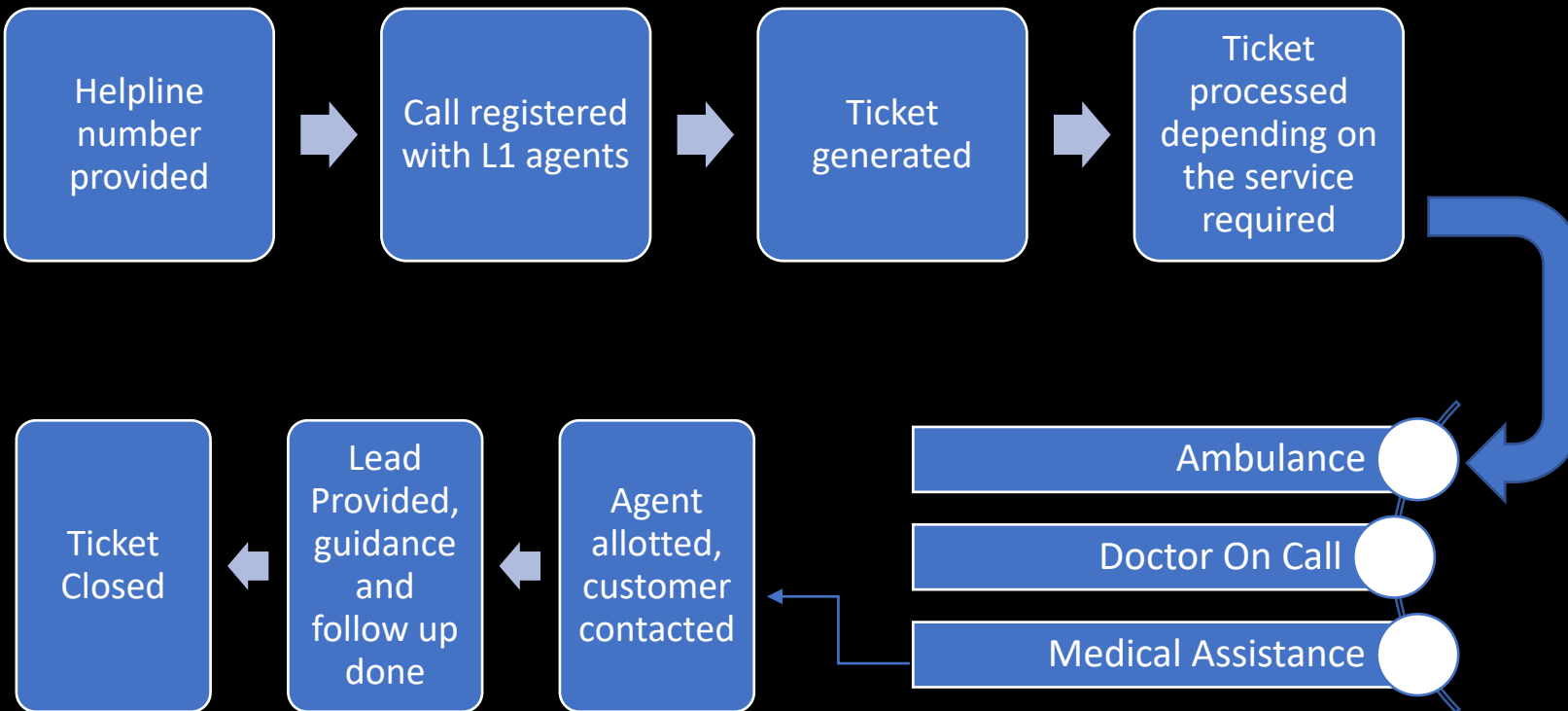
- Doctor on call
- Covid bed (Oxygen bed, ICU, ECMO)
- Blood/Plasma donation
- RT-PCR/ Home testing kits
- Medicine delivery
- Oxygen (Cans, Cylinders, Concentrators)

RED 911

caters to the emergency response needs

- Ambulance Service
- Air-Ambulance

PROCESS FLOW



The ticket may be closed as:

1. Resolved by Stanplus.
2. Resolved by customer.
3. Cancelled

CASE ID	FARE
MUME201005-00002	Rs 5400
Tip: Use this case ID to request for details regarding the case.	
Paid by the Customer	

PATIENT NAME	CREATED ON	STATUS
Mubarak Ali Shaik	2020-10-05	INPROGRESS
MUM	00:44:29	

PICKUP LOCATION
JJ Hospital Mumbai, Mohammed Ali Road, Mazgaon, Mumbai, Mumbai, Maharashtra, India, 400003

DROP LOCATION
Saboo Siddique Hospital 2d Echo, 280, Bapty Road, Shuklaji Street, Dawood Baug, Dalal Estate, Kamathipura, Mumbai, Mumbai, Maharashtra, India, 400008

DISTANCE
2.651 kms

For any queries regarding this case, do reach out to your relationship manager.

CASE ID	FARE
MUME201005-00002	Rs 6720
Tip: Use this case ID to request for details regarding the case.	
Paid by the Customer	

PATIENT NAME	CREATED ON	STATUS
Mubarak Ali Shaik	2020-10-05	COMPLETED
MUM	02:44:49	

PICKUP LOCATION
JJ Hospital Mumbai, Mohammed Ali Road, Mazgaon, Mumbai, Mumbai, Maharashtra, India, 400003

DROP LOCATION
Saboo Siddique Hospital 2d Echo, 280, Bapty Road, Shuklaji Street, Dawood Baug, Dalal Estate, Kamathipura, Mumbai, Mumbai, Maharashtra, India, 400008

DISTANCE
2.651 kms

For any queries regarding this case, do reach out to your relationship manager.

TYPES OF REQUESTS AND RESOLUTIONS

Urgency

- Urgent
- High
- Medium
- Low

Location

- North zone
- South zone
- East zone
- Bangalore zone
- Hyderabad zone
- Mumbai zone

Service required

RATIONALE

The purpose of this study is to analyse the nature and resolutions of service requests to identify the need of the client and the areas that have scope of improvement in order to prepare ourselves for the next Covid wave, aiming to be better service providers. This study will help identify the areas that maximum requests were received from, the service that was most required and the reasons for delay in service, to help prepare a better response service for the next covid wave.

RESEARCH QUESTION

During the Second wave of COVID-19,

1. What was the nature of service requests registered with REDAssist ?
2. What was the Turn Around Time for response ?
3. What were the reasons for SLA violation, in reference to the service requests registered with REDAssist?

OBJECTIVE

1. To analyse the service requests based on the urgency, service required, location and reason for resolution.
2. To analyse the Turn Around time for the service requests registered with REDAssist in the month of May-June.
3. To identify the frequency and reasons for SLA violations of service requests.

METHODOLOGY:

- **AREA OF STUDY-** Pan India
- **STUDY DESIGN-** Descriptive study
- **DURATION OF STUDY-** 8 weeks
- **SAMPLE SIZE-** 172
- **SAMPLE TECHNIQUE-** Convenience Sampling

Modes of data collection:

- **SOURCE OF DATA-** Secondary data, Qualitative and Quantitative
- **DATA COLLECTION TOOL-** MS Excel
- **RESEARCH METHODS-** Document Analysis

FINDINGS

Type and nature of the service requests registered with REDAssist during the Covid-19

■ Level of Urgency

Out of the 172 requests, the status of urgency was:

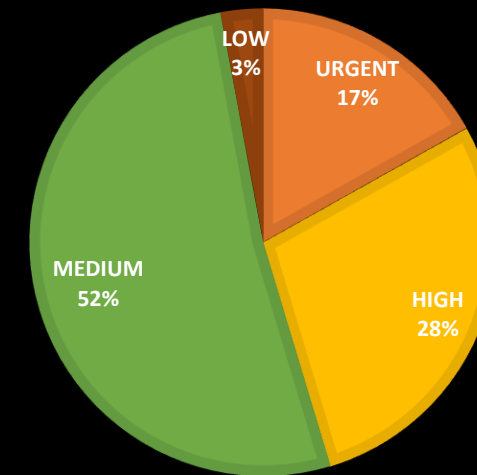
Urgent- 29

High priority- 49.

Medium priority-89

Low priority- 05

URGENT HIGH MEDIUM LOW

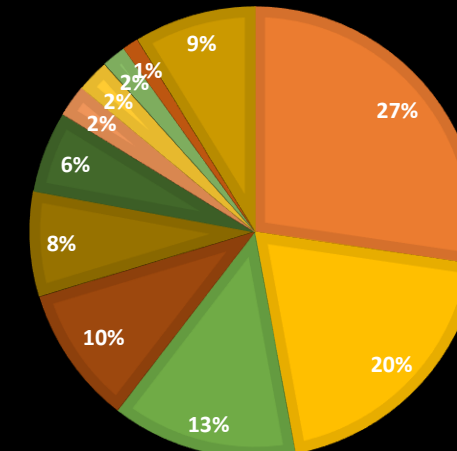


■ Location:

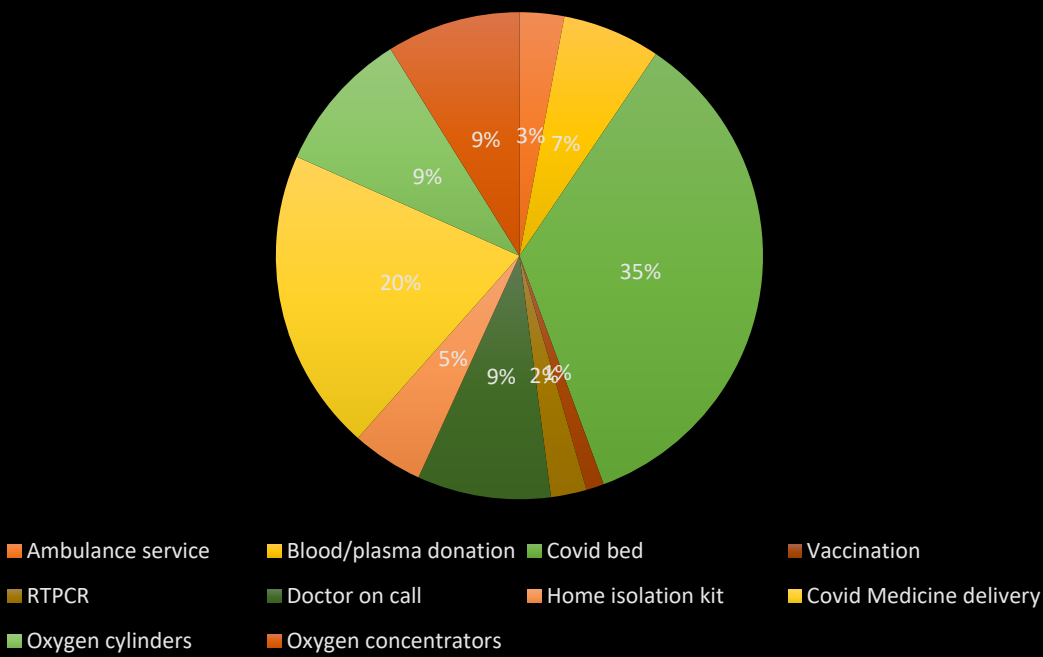
The service requests received were from pan-India. However, the major number of requests received were from 10 main cities.

It was observed that the highest number of service request were registered from **Hyderabad (47) followed by Delhi NCR (34)**, Vishakhapatnam (23), Bangalore (17), Kolkata (13), Chennai (10) as compared to Vijayawada (04), Coimbatore(04), Mumbai (03) and Jaipur (02).

Hyderabad Delhi NCR- Vishakhapatnam Bangalore Kolkata Chennai
Vijayawada Coimbatore Mumbai Jaipur Others



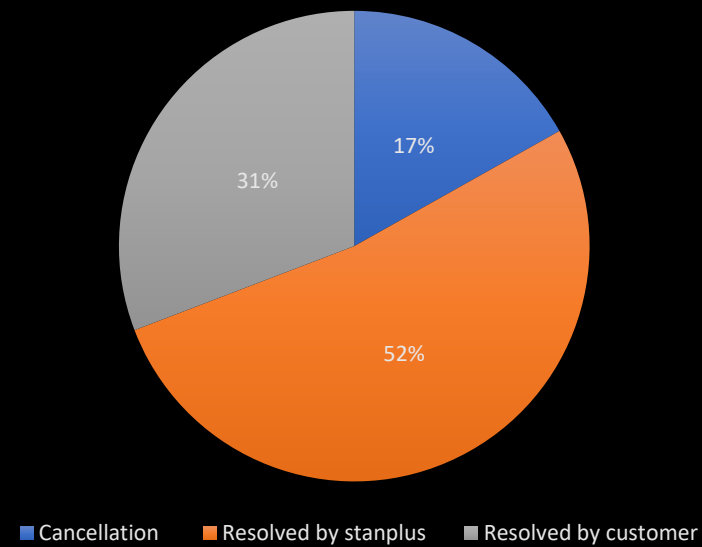
■ Service Required:



The above figure represents that that the maximum requests registered were for **Covid bed (59) followed by Covid medicine delivery(34)**. Other major request registered were for Oxygen cylinders (16) and concentrators (15), Doctor on call (15), Blood/Plasma Donation (11) followed by Home Isolation kits (08), Ambulance Service(05), RT-PCR tests (04) and Vaccination enquiry (02).

■ Resolution :

Cancellation- 44
Resolved by Stanplus- 75
Resolved by customer- 53



Turn Around Time for the service requests registered with REDAssist

	URGENT	HIGH PRIORITY	MEDIUM PRIORITY	LOW PRIORITY
No. of requests	29	49	89	05
Average Turn Around Time	24.3 hours	20 hours	23.48 hours	12.6 hours
Highest time for service/ location	85 hours- Oxygen Covid bed/ Bangalore	120 hours- ICU bed/ Delhi	148 hours- Plasma Donation/ Hyderabad	23 hours- Plasma donation/ Hyderabad
Lowest time for service/ location	1 hour-Ambulance service/Hyderabad	16 minutes- Oxygen cylinder/ Kolkata	25 minutes- Oxygen covid bed/Delhi	2 hours- Medicine home delivery/Delhi
Ideal Time	15 minutes to 18 hours	30 minutes to 24 Hours	60 minutes to 36 hours	90 minutes to 48 hours

SLA violations of service requests

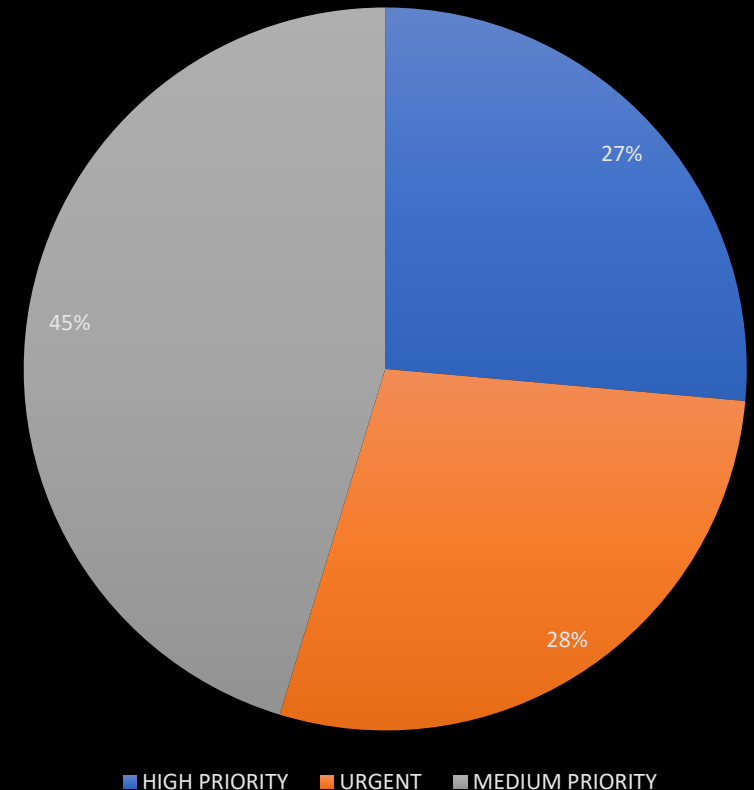
Out of the total 53 violations,

14 violations- high priority cases,

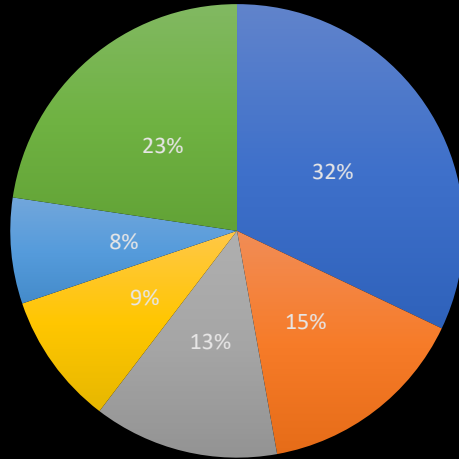
15 violation- urgent cases

24 violation- medium priority cases.

No violations were observed in low priority cases.



Of all the violations, maximum violations were observed in:

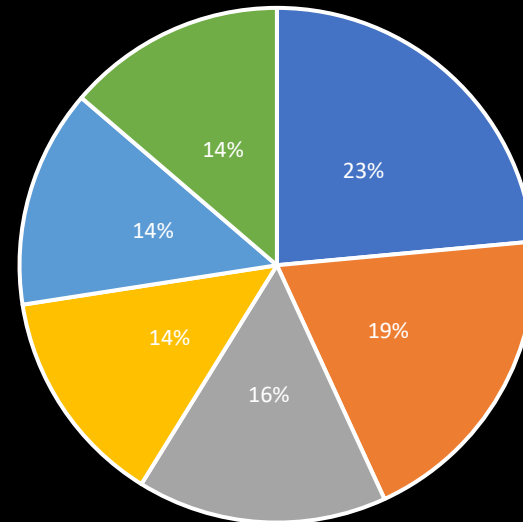


Hyderabad-17 Delhi NCR Bangalore Chennai Kolkata Others

However, in relation to the number of requests received from the city in comparison to the SLA violations it was observed that the highest percentage of violations were from **Chennai (50%) and Bangalore (41.17%)** followed by Hyderabad (36.17%), Kolkata (30.76%) and Delhi NCR (23.52%).

Maximum violations observed in tickets of resources :

1. **ICU/Ventilator Covid bed- 12**
2. Covid medicine delivery-10
3. Oxygen Covid bed- 08
4. Oxygen concentrator- 07
5. Oxygen cylinders- 07
6. Others -07



ICU/Ventilator Covid bed Covid medicine delivery Oxygen Covid bed
Oxygen concentrator Oxygen cylinders Others

CONCLUSION

- **Service requests-** 172
- **Resolutions Percentage-** 52%
- **SLA Violations-** 53 (30%)
- **Maximum Service required-** Covid beds, Oxygen cylinders/concentrators
- **Most affected cities-** Hyderabad, Delhi NCR
- **Maximum Shortage faced** – ICU/Ventilator covid beds, Covid-19 Medicine

172 service request from all over the nation between **May 3, 2021 and June 6, 2021.**

The maximum number of requests received in this period, were **medium priority cases.**

It was observed that the agents were able to **resolved 52%** of the total number of requests successfully.

Most Covid-19 affected population struggled with finding **covid beds and oxygen cylinders.**

Average Turn Around Time of **24.3 hours for urgent cases, 20 hours for high priority cases , 23.4 hours for medium priority cases and 12.6 hours for low priority cases.**

A total of **53 SLA** violations were observed. Mostly because of unavailability of resources in the areas.

The highest percentage of violations were from **Chennai (50%) and Bangalore (41.17%)**

RECOMMENDATIONS

Tie-ups with hospitals

Database for Resources

Tie-ups with diagnostic labs

Client services cell

Lead Verification Team

L-1 Agents Training

Thank you!