

## Blazma Impact Report

### Introduction

Blazma Connect application was introduced to Delta Medical Laboratories in 2021 during the COVID-19 pandemic as an end-to-end LIS solution. Afterward, Blazma was introduced again to Delta Medical Labs in 2023 where the following positive impacts have been observed.

### Efficiency

1. Reduce manual work inside the laboratory by 40%.
2. Automated over 50% of the internal laboratory communications which reduced human errors and missed notifications by up to 95%.
3. Contributed to improving pre-analytical errors by 35% by governing and controlling related processes.
4. Plays as the central system for our applications eco-system which reduced manual work and automated over 33% of our back-offices work.

### Cost Control

1. Given a clear cost-per-test (CPT) calculation, which optimized the direct cost by 25%.
2. Reported over processing, delays, and logistics activities which contributed to reducing operations related waste by an average of 35%.
3. Through automation, and a wide range of integrations with systems and devices, it helped us maintain a consistent number of employees, and in some sites optimized the extra staff by 25% - 30%.

### Agility

1. Through high levels of agility, Blazma helped us develop an optimized customer experience which led to over 40% growth in sales.
2. Detailed reporting and software tools contributed to our high customers return rate from 10% to 25%.
3. High integrations capability allowed us to create a comprehensive ecosystem of applications including (high end ERPs, Logistics applications, governmental websites, and multitude of devices) which improved our overall efficiency by 20%.

### Prepared by

Naif Alghamdi, CLS, LSSCGB Shared Services Director

Delta Medical Laboratories Co.

