

“Push for digital-enabled care ecosystems to solve healthcare problems”



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James Gallo,
 Head – New Business
 Development,
 QuEST Global, USA

Singapore headquartered QuEST, a leading global product engineering and lifecycle services company, has been working with some of the world’s leading Original Equipment Manufacturers (OEMs) and Tier1 suppliers in the Medical Devices domain, as their trusted thinking partner of choice, for the past two decades. This includes organizations based out of North America, Europe, and the Asia Pacific. In the recent past, the Medical Devices engineering team at QuEST had developed an AI-Powered Diagnostic Solution to enable healthcare professionals accelerate the screening of COVID-19 patients with pneumonia symptoms. The solution, that uses advanced deep learning models, is deployed on the cloud to identify chest X-rays of patients with COVID-19. Backed by Microsoft Azure Machine Learning, the solution has an accuracy of more than 95 per cent. BioSpectrum spoke to James Gallo, Head – New Business Development, QuEST Global, USA about the global market trends for medical devices and challenges before the market. **Edited excerpts;**

How do you see the global trends for medical devices including APAC & Japan markets?

The medical devices market is going through a transformative journey. Over the years, our customers have shifted their focus to digital and connected care systems. The ongoing pandemic situation has accelerated the process and forced everyone to re-look into the global supply chain strategy. On the investment side, there’s larger scrutiny on what should be the core area for investments and what can be done through external partners. All these factors will form critical elements that will influence the mid to long-term strategies of medtech companies. Traditionally, APAC is a critical region for medtech companies -

both from the R&D/Operations standpoint and from a market growth perspective. The fact that the region has more than 50 per cent of the world’s population and already represents more than 23 per cent of the medtech industry in the global market will open up more opportunities in the APAC region.

How can you overcome the challenges in medical devices market?

One of the biggest challenges that the medical devices industry face is Patient Data Protection. Faster, better & accurate diagnostics to save a patient’s life using persuasive technologies need extensive usage of patient data. The medical devices industry is traditionally conservative for changes when it comes to regulated aspects such as privacy, safety, security, etc. The push for digital-enabled care ecosystems to solve healthcare problems will have to find the practical trade-off zones for exploiting the full potential of new-age technologies. I believe that the industry will leverage the digital native business experiences and is already ahead in the curve to ensure confidentiality and personal data protection.

Where do you see business profit in APAC?

In the Asia Pacific region, many of our long term customers are Japanese Medical Device manufacturers. They like the technical capability, speed to market, and cost benefits that we are able to deliver to them with a local touch. We will continue to invest in our capabilities and enhance our Japanese footprint to provide increasingly higher value and integrated solutions to our expanding customer base.

What is your take on India and China market?

We recognize that each healthcare market is unique in its needs from a technology, distribution, and cost perspective. We are working closely with our customers to support the regionalization and localization of their products, resulting in innovative solutions that help them capture an increasing share of these emerging markets.

What is the percentage share of medical devices in total sales revenue of QuEST?

Approximately 8 per cent of QuEST’s revenue currently comes from the healthcare business and is expected to expand rapidly in the coming years. **BS**

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