

Nomination: 19095

MicroGrid

Page: General Information
Name of Organization / Company MicroGrid Inc.
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Web Site Address https://microgridtechsol.com/ (https://microgridtechsol.com/)
Page: Entry Information
Entry Title MicroGrid
Category B01 - B12 - Award for Excellence in Corporate Innovation > B04B. Award for Excellence in Innovation in Health Care Industries - Up to 100 Employees
Submission Format An Essay of up to 625 Words

Essay

Foreword: It has been 1 year since we won our first Stevie, and we have also been awarded with 11 more acclaimed recognitions and 5 media mentions till date.

During 2023, we received the ISO 9001 certification, worked on a critical Automation Solution for Big Pharma, and enjoyed a 3X growth over the last year. 2024 has already started off with a bang – with multiple award wins and a thriving order book, well on our way to achieve another 3X growth!

Product Design & Development

MicroGrid has a clear vision – To redefine conversations by simplifying connections.

To support our vision, we developed MIC (MicroGrid Intelligent Connect), an advanced Conversational AI Platform, offering human-like conversations in the form of chat and voice virtual agents. Since its inception, MIC has been instrumental in revolutionizing patient engagement through its omnichannel implementations, covering aspects from disease awareness, appointment scheduling, consent capturing to adherence and service feedback.

During the past year, we made significant advancements in improving MIC's capabilities. We have adopted the Gartner's High-level CAIP Architecture as the foundation of MIC's capabilities. We have already achieved over 53 of the listed 97 capabilities, tailored specifically for healthcare use cases, and swiftly deployed into action.

Our roadmap is clear: within the next 18 months, we aim to fully equip MIC as a comprehensive CAIP solution. Our focus is on revolutionizing patient interactions throughout their healthcare journey; setting a new standard for seamless, end-to-end care experiences globally.

Customer Service Innovation

MicroGrid has been a valued partner to Novartis since 2021. A global partnership with deployments in 7 countries, we have supported their Digital Transformation goals diligently.

In one of our engagements, Novartis was facing challenges with one of their supply-chain processes involving production, packaging, and shipping of radiopharmaceuticals. Notably, essential shipping and logistics information was being processed manually, consuming critical manpower and time. Since the entire process is extremely time-bound and capital-intensive, MicroGrid was roped-in to create an automation tool, re-route the data generated from the portal, and source it to the platform. This resulted in the generation of a final, consolidated logistical document which would be shared with a logistics handler, and continue the order process successfully. This automation in the supply-chain process has become integral for the timely delivery of crucial nuclear medicine worldwide, with imminent plans to scale the solution across Europe.

2023 saw the amplification of challenges in appointment management - last-minute cancellations, limited access to information, and inefficient rescheduling, which impact resource allocation and cause complexities. MicroGrid created an innovative solution to mitigate this challenge, exemplified by our collaboration with Valeo Pharma in Canada, where our appointment scheduling chatbots are set to redefine patient engagement.

Direct-selling agents in the Indian financial market lack a unified and efficient platform to sell a diverse range of financial products (lending, insurance, and investments), leading to inefficiencies, fragmented operations, and missed opportunities for both agents and consumers. Venturing into BFSI, we are making significant strides with SnapMoney (a revolutionary FinTech platform for a client) - a Conversational AI integrated financial aggregator platform which addresses the entire connected ecosystem. The financial sector's integration into our portfolio signifies a visionary leap towards comprehensive solutions that transcend traditional industry boundaries.

IT Innovation

Innovation drives MicroGrid. We're enhancing MIC's capabilities with AI models and expanding datasets. By integrating Large Language Models like Google's MedPaLM-2 and Gemini, we're pioneering Generative AI in Healthcare. Our ongoing development of a PoC for the world's first medical diagnosis chatbot aims to revolutionize diagnostics, leveraging Generative AI's dynamic response generation. This approach improves diagnostic accuracy by interpreting nuanced user symptoms and medical history, reducing errors, and enhancing patient outcomes. Integrated with MIC, our chatbot enhances healthcare accessibility, particularly for remote or underserved areas, ensuring more inclusive healthcare delivery.

For this category please provide

An essay of up to 625 words describing the nominated organization's innovative achievements since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same. Describe the organization's innovative achievements in at least three (3) of the following areas: organizational management, corporate social responsibility, financial management, corporate communications, customer service, human resources and employee development, information technology, marketing, product design & development, and research & development.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

Do You Have Supporting Files You Would Like to Upload?

Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

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URL 1

<https://microgridtechsol.com/> (<https://microgridtechsol.com/>)

URL 2

<https://www.youtube.com/watch?v=cSGxTSCWC9g> (<https://www.youtube.com/watch?v=cSGxTSCWC9g>)

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