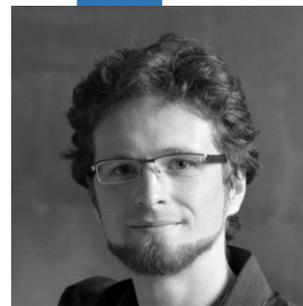# Medexprim

3 QUESTIONS
TO CLEMENT MARIAGE

IT Support apprentice Engineer at Medexprim, Clément Mariage explains the challenges of Medexprim's Support service and how he is addressing them with his team.

1 What is your role as the IT Support Technician at Medexprim?

I joined Medexprim 2 years ago as an apprentice technician and user support. My role is twofold: as a user support, I organize the deployment of our solution in collaboration with the hospital's IT department. My interlocutors are the users of the Medexprim Suite, as for the CETIR (Spain), the Imperial College of London (UK), or for the European project Chaimeleon. And as a customer support, my role is to assist our data customers throughout the entire chain, from indexing to anonymization, cohort creation, extraction and enrichment, until they have access to the processed data, in accordance with their specifications. The team is becoming more structured, and I also have a role in training new recruits.

The support service is very active in a business like ours: as each site has a different way of managing data, there are always particular things to do, so there is always support to provide!

2 What is important when deploying on a site?

For each project, once the Medexprim solution is deployed, we have a time requirement, with a precise breakdown of the weeks devoted to each stage: X weeks to set up the cohorts, Y to collect the data, Z to process the data, etc.

To make it possible, we invest a lot of time in the pre-deployement phase to meet our technical requirements as quick as possible: get the allocation of a computer server, obtain access to the PACS, obtain connection authorizations, etc. We need to mobilize many departments of the hospital in a controlled time frame and this is where we have the greatest risk of delay. To securize this upstream phase, we propose a timetable for the solution to be operational as soon as possible and we make sure that the technical requirements are in place

> « IN USER SUPPORT, THE MOST DEMANDING PART IS THE PRE-DEPLOYMENT: WE HAVE TO QUICKLY COLLECT INFORMATION OF DIFFERENT NATURE FROM VARIOUS INTERLOCUTORS »

3 What makes Medexprim's support service so effective?

The first point I would say is rigor: each support intervention is fully documented. This makes us more efficient from all points of view: by reading the support ticket, everyone can understand where the problem came from, how the support person went about solving it, what hypothesis he/she made, etc. This makes it easy to reproduce a support operation, and it helps to detect possible recurring bugs in the software, which are then solved by the development team.

Our second strength is to be able to talk to both the IT department, which masters complex technical elements, and to clinical users, who are not IT specialists. This forces us to take a step back and be synthetic, and finally it improves our quality of service.

Finally, more broadly speaking, at Medexprim there is a shared desire to improve the deployment process, our internal workflow, the way we work. As a result, we are always looking for constructive solutions, which makes us very responsive. This is also one of the strengths of our support service.