Surgical imaging division of large, global medical device company needed to respond quickly to acute customer concerns with reliability of intra-operative surgical imaging system. There was an urgent need for a comprehensive product assessment to isolate and stabilize the reliability issues before losing market share to competitors.

**Situation**

Acquired surgical imaging system lacked key artifacts such as system architecture documentation. Client needed assessment findings quickly to incorporate into next product release. Future product enhancements were at a standstill until the reliability issues were addressed. Refactoring of the software architecture was required for any product update.

**Challenges**

- Acquired surgical imaging system lacked key artifacts such as system architecture documentation
- Client needed assessment findings quickly to incorporate into next product release
- Future product enhancements were at a standstill until the reliability issues were addressed
- Refactoring of the software architecture was required for any product update

**Solution**

- Performed full software and product architecture assessment in less than 10 weeks
- Assessed testing approach and processes to determine how reliability issues had been missed prior to release
- Recommended improvements for the gaps identified in design history file and development process
- Produced detailed report with clear recommendations for refactoring the software architecture

**Results**

- Implemented and tested refactored software control architecture solving reliability issues, improving system performance and resolving customer satisfaction challenges
- Improved architecture provided stronger foundation upon which to build new product features and enhancements
- Instilled best practices for testing enabling client to confidently deliver high quality system in future releases
- Met the time-to-market goals of the client

Contact us today to discuss your upcoming projects and product development needs.