

Dawar Technologies Provides “Smart” Technology to Respironics So Millions Can Breathe – and Sleep – Easier

case study

The world’s leading innovator of sleep and respiratory therapy products knew exactly where to turn for the smart card technology required to help it maintain its status as a market leader. The outstanding customer service and product quality that Dawar Technologies was already providing to Respironics placed it at the top of a very short list. ▲

Established in 1976, Pittsburgh-based Respironics has enjoyed a superior reputation for its breakthrough products designed to diagnose and treat a wide range of sleep-related and other breathing disorders, and their underlying conditions. For example, the company pioneered the commercial application of the Continuous Positive Airway Pressure (CPAP) device designed to treat obstructive sleep apnea, as well as noninvasive ventilation devices, portable volume ventilators, asthma management products, and other products and programs to treat cardiopulmonary disease.

Respironics, which employs more than 2,700 worldwide, has a true global presence with markets in acute care, rehabilitation, and home care. Its products are the first choice of millions of healthcare providers and clinicians.

“We’re very proud of our products and the difference they’ve made in peoples’ lives,” said Dave Butler, Respironics Director of Global Sourcing. “Unless you’ve experienced a condition like sleep apnea, or

have a loved one with the condition, it’s hard to imagine its impact. We’re constantly innovating and that’s why we’re so pleased to be working with a supplier like Dawar Technologies.”

Obstructive Sleep Apnea (OSA), is a life threatening and life altering condition that occurs when a person repeatedly stops breathing during sleep because his or her airway collapses, preventing air from getting into the lungs. Sleep is repeatedly disrupted by apneas, which literally means “no breathing.” All infants have some apnea, but when the apnea is long or if it happens frequently, there may be a problem.

Many adults with OSA experience brief periods of no breathing, depriving them of the deepest, most restful stages of sleep. Apneas may occur more than 20 times every hour. A person with OSA never feels rested because they never have normal sleep.



exceptional
customer service

expert workmanship

proven processes

greater success

SUPPLIERS IN TECHNOLOGICAL INNOVATION

In 1999, while Dawar was supplying Respironics with interfaces and labels for its instrumentation, Respironics approached Dawar about expanding their relationship.

“We were leading another breakthrough in sleep therapy products,” commented Butler, “and wanted to apply smart card technology to our devices. We were very pleased with the quality Dawar was providing us in other areas and thought they would be the right fit to help us with this new application.”

The application Butler mentioned resulted in the development of an entirely new product line at Dawar.

“We were exploring the idea of getting into smart cards,” commented Dawar President Carl Snyder, “because the technology is closely related to our other products lines. When Respironics approached us and offered to purchase a substantial amount of our capacity, that sealed the deal.”

Butler recalled the impetus for Respironics’ involvement in smart card technology.

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“Our goal was to enable healthcare providers with the ability to monitor their patient’s compliance with the therapy without the patient needing to return their device to the provider or to return to the provider for further testing. Smart cards allow the patient to download their compliance information to the card, which, in turn, is given to the provider for data analysis.”

The smart card application helped drive the development of next-generation diagnostic and treatment devices that patients can take into their homes. One example is REMview,TM a portable, compact, lightweight recording device designed to aid in the diagnosis and management of insomnia patients.

REMview objectively differentiates among the various stages of sleep, including the REM (rapid eye movement) sleep and deeper stages of sleep, using a disposable eyelid sensor, a head movement sensor and a patented algorithm. The equipment features long-term data storage, and the integral smart card enables the patient to simply remove the card from the device and mail it to their physician.

The physician then evaluates the data for the purposes of making a diagnosis, or maintaining or changing a treatment plan.

DAWAR DELIVERS SERVICE ANDS QUALITY

Based on Respiroics’ previous experience with Dawar, it knew that they were the ideal supplier for this venture.

“We expect nothing less than defect-free products delivered on-time, every time and that’s what they delivered,” explained Butler. “We approached them early in 1999 and worked jointly on the specs for the product, looked at a few prototypes and, by the fall of that year, had our first shipment of cards.

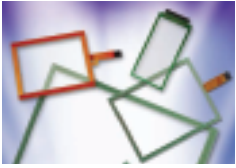
“We now have an entire line of sleep diagnostic and therapy products that feature the smart card technology,” added Butler. “It’s not only making a huge difference for the medical community and patients, but it’s keeping us at the top of the industry. Dawar’s product quality, their commitment to on-time delivery, and the importance they place on customer satisfaction are key reasons why they are still an important supplier, and why we’re the market leader in the industry.”



▼ *Smart card technology has helped drive the development of next-generation diagnostic and treatment devices, such as REMstar,TM the portable recording device from Respiroics.*



Membrane Switches



Touchscreens



Smart Cards



Graphic Overlays



Silicon Rubber Keypads



Acrylic Windows



Printed Circuit Boards



Roll Labels



Encapsulated Labels



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Dawar is equally committed to its relationship with Respironics.

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“Our relationship with Respironics is very important to us,” said Dawar President Carl Snyder. “Even though we have more than 50 smart card customers, Respironics was our first and the impetus for our developing this product line. We’re proud that they approached us about the smart card project and gratified that we’ve played a role in helping the company maintain its status as a market leader. Frankly, it’s also rewarding to know that one of our products is part of something that is improving the quality of life for so many people around the world.”

For more than 120 years Dawar’s commitment to innovation, quality, and customer satisfaction have not only been vital to its continued growth and success, but have also been key to the success its customers have achieved in the marketplace.

FOR MORE INFORMATION

To learn more about Dawar and its products, contact Dawar Technologies at **800-366-1904** or visit www.dawar.com.