DEVELOPED AN INTEGRATED VIRTUAL CARE PLATFORM
for a Leading Healthcare Provider in the US

Service: Extended Reality (AR/VR)

OVERVIEW

The client is one of the leading healthcare companies in the US focused on developing a complete virtual care ecosystem connecting the care teams for a better life. The company is progressing with person-centric virtual care through easy, intelligent, comprehensive digital solutions. The client wanted to develop the virtual care platform in multiple touchpoints, including web and mobile applications.

CHALLENGES

Reducing training and manual errors

Realizing 20% cost savings by eliminating new hires

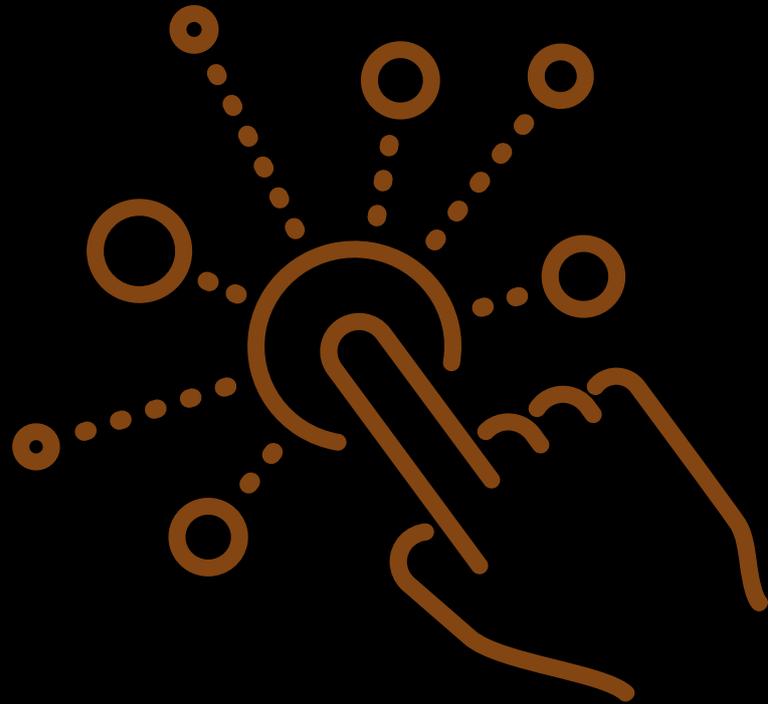Eliminating lead time

Improving the time to market

SOLUTION

ACL Digital, as the hybrid product engineering and innovation partner and one of the experts in the healthcare domain, co-innovated with the client to develop and engineer the virtual care platform in multiple touchpoints, including web and mobile applications. Our proven expertise helped us to understand the current process and deploy a complete platform engineering team in India to support the development activities. Below are some of the solutions we offered:

1 User Experience

The remote UX team worked with the client's product owner to develop new features that extend care capabilities to monitor, alert, assess, communicate, and support patients in real time beyond practice walls. ACL Digital's UX team worked on the design system in Figma for the care platform to bring a reliable experience to the patients, payors & providers, physician organizations, and the entire healthcare system the client serves.

2 Platform Engineering and QA

ACL Digital deployed consultants to complete platform and mobile application development. The technical manager and react frontend, Azure Cloud, and Mobile consultants, both Android and iOS, defined a modern digital environment. ACL Digital built an integrated technology backbone from a current setting. It was a quality engineering initiative and tools to accelerate the client's ability to launch new digital services on time.

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OUTCOMES

> Better experience and ease of using apps help each person love the platform

> Supporting multiple digital channels and enterprise application integration with different device configurations made easy with simple tools

> Dramatically facilitated the user experience and innovation strategy and defined the design system for a better experience

> A significant increase in patients using mobile and web applications

> Faster time to market with a reduced cost

> Build a solid and integrated technology backbone by provisioning the client's environment and automating build and deployment

> Better healthcare delivery with a modern HIPAA-compliant environment

CONCLUSION

ACL Digital combined in-depth healthcare domain expertise, digital platform engineering, and innovation leadership for this client to provide a simplified, quickly integrated technology ecosystem. As a result, the healthcare provider realized 20% cost savings by eliminating new hires, more resources, and reducing training and manual errors in the development. In addition, ACL Digital virtually eliminated the lead time and helped the health system improve the time to market with features that allow the care environment.

ACL Digital's Healthcare works with HealthTech and MedTech organizations to provide product engineering and innovation solutions that address modern digital technology and industry business challenges. We help rethink new business models, Omnichannel patient engagement solutions, deliver total care solutions, develop connected care solutions, Smart hospitals, enable virtual health, optimize operations, and enable technology innovation. ACL Digital creates Total experience (TX) in healthcare, interlinking all the stakeholders-payers, providers, pharmacies, caretakers, and healthcare systems worldwide.

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