

# Expert Insights About Real Success Stories in the Healthcare Sector

Delivery Architect, Kurt Milam, and Technical Director, Lefteris Paraskevas, talk about how they take healthcare organisations to the next level



“One project we were involved in is a global configurable platform for telemedicine, that would allow our client to potentially roll out their service into multiple countries.”

## Defining, designing and delivering a scalable telemedicine platform for a digital health company

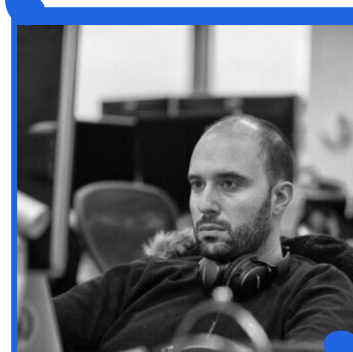
### Lefteris

“One project we were involved in is a global configurable platform for telemedicine, that would allow our client to potentially roll out their service into multiple countries. They can have a local presence in one country, but the underlying technology will be similar across multiple countries.

“As the platform we build keeps evolving, then all the countries of the client will start benefiting from this. So they don’t have to build bespoke custom solutions for telemedicines as they go into new markets.

“Of course, they will have to adjust and configure what we build, as we said, based on legal and other restrictions.

“What we delivered was mobile applications, to offer patients the ability to get telemedicine support. And then clinician applications, to help the clinicians actually access the data, do the consultations with their patients, subscribe medication, and make sure that they can offer top-notch healthcare.”



**Lefteris Paraskevas,**  
Delivery Architect,  
NearForm



“We worked with a customer that combines biological markers from blood tests with answers to a questionnaire in order to generate input to feed into a machine learning model that responds with a forecast of how someone’s disease is likely to progress.”

## Developing a doctors portal for a biotechnology research company

### Kurt

“We worked with a customer that combines biological markers from blood tests with answers to a questionnaire in order to generate input to feed into a machine learning model that responds with a forecast of how someone’s disease is likely to progress. This data lets doctors know what they should tell patients to do in order to avoid the worst-case scenario, if they’re headed in that direction.

“The customer has a medical device that’s approved by the National Health Agency in that country and they had been collecting information from doctors via paper forms. There were a couple of ways they would collect the data, but one channel was all paper.

“They wanted to switch that around and say, ‘Look, what we really need is a portal for the doctors. The doctors should be able to fill out a nice web form, where all of the input is validated, and then it comes into the system.’ And they’re sending a refrigerated box to the doctor, that the doctor can put a blood sample in, and send it back to the lab, and all these kinds of things.

“That was a really interesting product we worked on. And we actually worked on the physician portal part of the product, where the doctors and their clinical staff could log into the product.



**Kurt Milam,**  
Delivery Architect,  
NearForm



“If you can see that your work may be helping real people in significant ways, it’s a real motivator to do your best job.”

## Developing a doctors portal for a biotechnology research company (continued)

### Kurt

“They could check on the results of a test. They would get the results back on the platform to see what was necessary. They then had the data available to let them know if they should think about rescheduling tests for some patients. So they could test periodically, to keep an eye on a patient’s condition, to see whether they were getting better or worse over time.

“I’ve gotten some good feedback from the customer, six, eight, nine months down the road, that the portal is being used by doctors to help patients, and the doctors are happy with the portal.

“It’s a great feeling for me, because I know it means there are patients who are being helped by this product we worked on. There are patients who are being given the opportunity to make lifestyle changes that could have a major impact on their quality of life in the near future.

“If you can see that your work may be helping real people in significant ways, it’s a real motivator to do your best job.”



**Kurt Milam,**  
Delivery Architect,  
NearForm



“We built a procurement platform that allows hospitals and other clinics to purchase equipment, especially for ambulances or emergency support.”

## Building a procurement platform for a company that provides frontline medical products

### Lefteris

“We built a procurement platform that allows hospitals and other clinics to purchase equipment, especially for ambulances or emergency support.

“The key was the speed of the platform.

“An ambulance driver doesn’t have a load of time to actually go clicking around to shop for certain bandages or anything they need. They want to go to our platform and easily find the product that they know they want to purchase, because it’s usually a recurring purchase.

“They want to be sure they can finish this flow very fast, so they can go back to saving people, instead of spending time on a piece of software.”



**Lefteris Paraskevas,**  
Delivery Architect,  
NearForm



“We built a contact tracing app for one national health agency. That exploded into building customised versions of the app for multiple different countries, as well as for several states in the United States.”

## Building a COVID-19 contact tracing app for numerous national agencies and multiple US states

### Kurt

“Another big one is the contact tracing apps for COVID.

“We built a contact tracing app for one national health agency. That exploded into building customised versions of the app for multiple different countries, as well as for several states in the United States.

“The apps worked with a proximity detector. If you were close enough to someone who later tested positive, you would be notified and advised to go and get tested.”



**Kurt Milam,**  
Delivery Architect,  
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