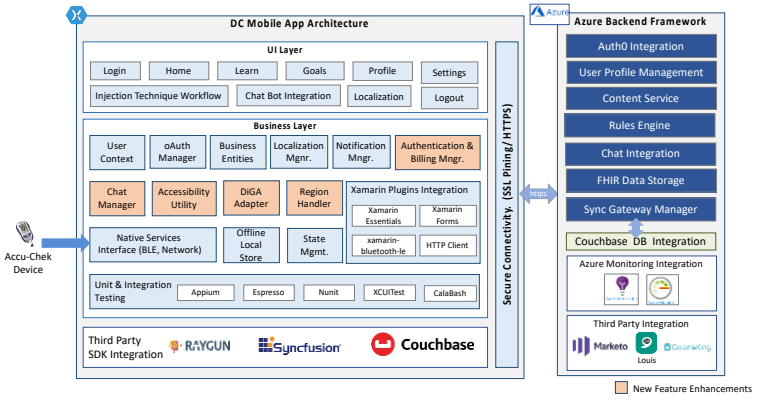
Case Study: Diabetes Care Management Application

Client Requirements

This client is a prominent medical device company and a leader in diabetes care with a portfolio of digital health apps for patients living with T2D.

Leadership wanted to transition development and support activities of the Diabetes Care app from the existing team to a digital health partner. The app was expected to be launched in multiple countries while adhering to local data and healthcare regulations.

The client requested help to manage the backend Digital Health platform for the Diabetes Care app, drive country-specific app and platform enhancements, and propose a roadmap for interfacing the app with consumer devices. CitiusTech was selected as the strategic digital partner of choice for the client to manage its Diabetes Care portfolio.



Solution Schematic

CitiusTech Services:

- Performed pre-validation, development and implementation of internal codes for DiGA, providing data governance features based on country of launch, e.g. two-factor authentication for DiGa compliance
- Built region-specific features, e.g. display injection tracking features in the U.S. and Germany; reminders feature available only in the U.S. and QR code in Germany
- Supported app enhancement features like tool cards, Diabetes QnA, Content Library, Recipes Tool, Bio-authentication for login, session timeout and inactivity lock
- Provided cloud implementation and deployment architecture for the app and third-party SDK integration
- Performed automation testing, security and performance testing for the app and cloud platform
- Provided 24x7 support, including product launch, conducted security testing for app and device integration across multiple regions, and supported iOS 12 and Android 7 or later versions

Value Delivered:

- **Enabled client to support new countries** for roll out of the diabetes management app
- Helped client launch **customized version of the app in different regions in compliance with regional guidelines**