Online Platform Dev for Healthcare Nonprofit

PROJECT DETAILS

🏷 **Custom Software Development**

📅 July 2019 – Ongoing

💲 $10,000 to $49,999

❝ *"They have a lot of knowledgeable and prepared people that can work in a multitude of languages..."*

PROJECT SUMMARY

Rapson Technologies developed a web solution that connected healthcare providers and patients. They ensured the platform was GDPR compliant and delivered features including a chatbot and monitoring algorithms.

PROJECT FEEDBACK

The platform was delivered bug-free, and Rapson Technologies included cutting-edge features. Though they encountered issues dealing with foreign regulations, Rapson deployed expert resources with an impressive work ethic. Customers can expect a client in-tune with the newest industry trends.

The Client

Introduce your business and what you do there.

We're a nonprofit foundation for patients and healthcare professionals focused on chronic respiratory diseases. We focus on digital health in Europe, Latin America, and Asian countries. I'm a human resources and project coordinator.

The Challenge

What challenge were you trying to address with Rapson Technologies?

We'd been working with another company in the same field to develop our monitoring system for chronic patients. It's a digital health tool to monitor the progress, lifestyle, and medication of patients.

HR & Project Coordinator, Healthcare Nonprofit

Healthcare

1-10 Employees

Madrid, Spain

CLIENT RATING

4.5
Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0

The Approach

What was the scope of their involvement?

Rapson developed an online platform for us. It's GDPR-compliant, meaning that it complies with European privacy and clinical data protection rules. That's the most difficult level to reach, even higher than the American HIPAA. It's important to mention because it's difficult to achieve compliance in Europe.

In terms of features, healthcare professionals can monitor groups of patients, and patients can authorize different healthcare professionals to monitor them. This includes not only primary care doctors, but also pneumologists, psychologists, physiotherapists, and whichever other professionals they need to interact with to monitor their progress.

There's also a chatbot, monitoring algorithms, and AI components to predict people's behavior.

What is the team composition?

We're only in contact with two of them, but they have more people working under them. We're in contact with Ravi (Global Head of Sales and Marketing, Rapson Technologies) and a project manager. I visited their India office two years ago.

How did you come to work with Rapson Technologies?

We were looking online for IT companies in India that had worked in the healthcare sector before. We're a European foundation, but I live in Singapore, which made it easy to go to India and check out the provider before hiring them. We first made a Google search for companies that had pharma or healthcare associations. These are more difficult fields to work in, given all the compliances.

How much have you invested with them?

We've spent €20,000–€25,000 (around $22,100–$27,650 USD) with them so far.

What is the status of this engagement?

Rapson is new, but they come from the previous company we were working with. We started with them in 2016 or 2017, but they've only been Rapson for this last year because they changed their name.

Our current project with them is building an AI chat tool inside the platform, and I believe we started it with Rapson in July 2019.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

Rapson has proposed new listening and social behavior prediction tools and technologies to us. These have helped us know what's out there in the market and improve things we were doing manually.

Every software has bugs, but the platform is pretty reliable, and it's compliant, which is the most important thing. They've delivered within time and budget, and they're very pushy for the deadlines.

How did Rapson Technologies perform from a project management standpoint?

I'd give them five stars for everything except project management. They're not used to dealing with European clients, and there are a lot of laws and a lot of bureaucracy in Europe. They're used to working in a fast manner but there are lots of middle steps in Europe. They haven't learned the complexities around European and health-related clients yet. In that sense, they can be impatient about they've had a learning curve around that.

What did you find most impressive about them?

The quality of their team and their knowledge stands out. They have a lot of knowledgeable and prepared people that can work in a multitude of languages and environments. They work really hard.

Are there any areas they could improve?

In terms of handling non-Asian clients, they need to learn how to be less pushy. A project deadline can be delayed because of government issues, and they need to be more patient with their clients.

Do you have any advice for future clients of theirs?

Clients should define the scope of work in a very detailed manner, make sure that the deadlines are agreed on, and contemplate flexibility on those deadlines. That's important for bigger solutions.

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