



Shaping Healthcare Possibilities

Diabetes Care Management & Insulin Management Application

The American multinational medical technology business company, produces and markets reagents, instrument systems, and medical devices. The current business sectors include medical, life sciences, and interventional.

CASE STUDY



BUSINESS CHALLENGE

Client intended to spin off its Diabetes Care business by Q4 2021. Client's Diabetes Care portfolio includes Digital Health solution –mobile application which provides self-management tools and education for diabetic patients & a class II medical app used for managing insulin infusions for diabetic patients.

Mobile app for diabetes care had more than 250k downloads and was available in 9 countries. There were ongoing plans for global expansion. Client's Digital Health teams then included Software Development, DevOps, Release and Quality Management, Product Management and Operations teams. Client required help from a partner to transition and support the mobile app operations and software development.



Client also wanted to develop and launch another app for Type 2 Diabetes patients. The purpose of the App was administration of basal and mealtime insulin to diabetic patients and control of insulin infusion devices. The app was to be launched in USA, followed by release in other countries. Client required help to design and develop desired mobile app and related backend services.

THE SOLUTION

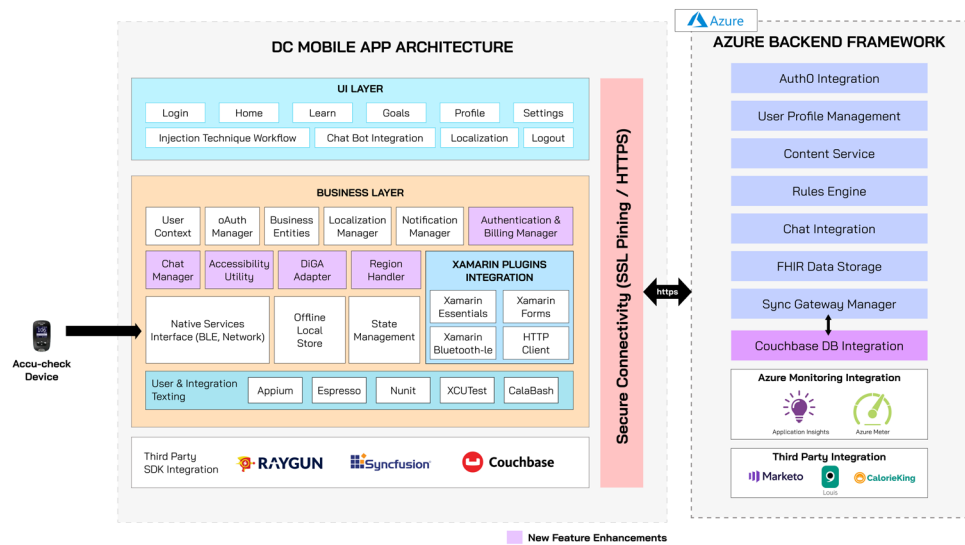
CitiusTech partnered with the client to enhance the backend Digital Health platform for the diabetes management app and drive country specific enhancements for global roll out & develop another mobile application for diabetic patients.

CitiusTech helped develop the app enhancements as per product roadmap and performed pre validation, development and implementation of internal codes for DiGA and provided data governance features based on country of launch e.g., 2 factor authentication for DiGA compliance. CT also built region specific features e.g., display injection tracking features in USA and Germany; reminders feature available only in USA and QR code in Germany. CT Provided 24x7 support including product launch and helped in device integration across multiple regions. Client was able to roll out of the diabetes management app in other countries with the help of CitiusTech.

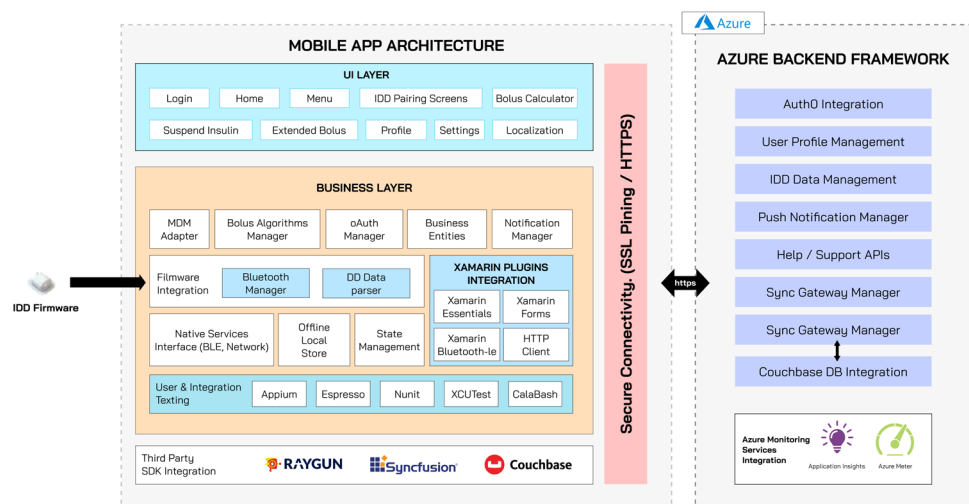
As per another requirement of the client, CitiusTech designed, developed and tested the mobile App with features like bolus calculator algorithm. We supported connectivity between dose delivery devices and app using BT-LE. Client's interoperability with its portfolio was immensely improved due to use of Xamarin as development framework.

RESULTS

CitiusTech Enabled client to support new countries for roll out of the diabetes management app and helped to launch customized version of the app in different regions in compliance with regional guidelines.



CitiusTech also enabled another mobile app to support BYOD for future use cases and provided help to maintain and validate regulatory documents (DHF) across regions as part of client's QMS. Internationalization/localization of the app across 10+ geographies was also supported



**OUTCOME/
IMPACT**

CitiusTech team's goal is to reduce the time to market for the diabetes management application through continuous usage of automation scripts during sprints and regression efforts

20%

Increase in automation execution coverage during CI

10%

Decrease in manual execution efforts during regression





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CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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