



**CASE STUDY: TELEHEALTH LEADER**  
BIGRIO SUCCES STORIES

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EMPOWERING DATA

# Transforming a Healthcare Platform During a Global Pandemic

Accelerating Telemedicine Capabilities

# CLIENT OVERVIEW

Our Client, a tech giant in the Healthcare industry known for its telemedicine platform, connects providers, insurers, patients, and innovators to deliver greater access to more affordable, higher quality care. Due to the unprecedented times of the Global Covid pandemic, the client needed to strengthen and expand their virtual care platform in order to stay ahead of their competition. They decided to acquire digital mental health technologies and an automated virtual healthcare platform.

*In order to synergize these new capabilities and offer a seamless experience to their customers, the client had to upgrade legacy systems (outdated Security and SSO) and address the incompatibility challenges in the midst of Covid.*

***That's where BigRio's partnership catalyzed their Transformation.***

# THE SITUATION

Due to sudden covid-induced demand, the Client's telehealth platform was not scaling efficiently. Their competitors were reacting quickly to new patient preferences using telemedicine as their primary mode of care. BigRio has extensive experience creating and implementing custom healthcare solutions, we created the Accelerate Framework in order to meet aggressive deadlines and reduce risk of market loss.



# THE SOLUTION

BigRio approached the Client's challenge by taking a 2-step approach.

The first was building a technical team capable with our Accelerate Model which managed technology implementation and people.

The second step was delivering custom features for their telehealth/video platform. Overall, the Client saw 3 areas of improvement to make their application more competitive for their new market. These focus areas were:

- Improving access and documentation of Patient Care history
- Migrating data and integrating old data from legacy systems
- Increasing Security standards and SSO

# THE IMPACT

## SIZE

**11 scrum teams, 120+ employees  
and 5+ production releases**

At the height of implementing Accelerate, BigRio was managing roughly 120 employees- including 11 full Scrum teams which typically included a Scrum Master, a Business Analyst, 3 QA members, and 4-5 Developers. These Scrum teams were sourced and managed through day-to-day operations by BigRio staff, while strategy and requirements were managed by the Client.

## SPEED

**Over 100 technical resources  
added in less than 3 months**

After implementing an effective management model based off of Agile and Kanban methodologies, BigRio was then able to help develop mobile and web application features. The Client assigned their Scrum teams to develop and build out a portfolio roadmap that would prepare our client's platform for Covid and beyond. Some teams were focused on client integrations, or building out the video platform, or testing data-base functionality, or even re-designing the entire platform with UI/UX specialists. Below are some key highlights from implementing our Accelerate model with our Telehealth client:

ACCELERATE- BigRio's Innovative Process			
Long Term Results (6-months)			
Product Value		Enterprise Value	
↑ Apps	12 Application components	↑ Designs	Designed next-generation microservices-based products
↑ Releases	8 Releases	↑ Resources	Freed Client to undertake additional critical projects
↓ Manual Testing	QA Automation reduced manual testing from 258 to 49 hours	↓ Risks	Identified and mitigated Enterprise-level risks
↑ DevOps	Secured, streamlined, and increased throughput of DevOps	↑ Tools	Created new Development Tools
↑ Access	Implemented Easier Access and Setup for Customers	↑ Documents	Updated Tech Documentation; Reduced "Tech Debt"
↑ Integration	Integrated video and collaboration tools	↓ Costs	Reduced AWS Costs



# LET'S CONNECT

If you want to learn more about transforming your telehealth offerings, please contact us:



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