

MOBILITY AS AN INNOVATION DRIVER

in the health industry



THE COMPANY

The Luz Saúde Group was founded in 2000 and is currently one of the biggest healthcare groups on the Portuguese market.

The Group has 30 units divided into 14 private hospitals, 1 public/private hospital, 13 clinics and 2 senior residences.

These units are spread out across the north, centre, centre-south and Madeira regions, which makes Luz hospitals the most widespread private healthcare network in terms of territory.

Innovation and excellence are the main focus of the growth process. Therefore, developing a mobile app was a natural step, and it was also very important to keep providing a quality service to users and their families.

THE CHALLENGE

- Develop a platform that would enable users to schedule appointments and medical exams and that would provide access to the results of those exams and available services throughout the several hospitals in the group
- Reduce phone communication costs
- Use mobile features to significantly reduce the administrative workload related to the management of all medical appointments and exams
- Create a facilitating platform between the user and chosen hospital or clinic

The priority was to bring closer users and healthcare facilities and facilitate the communication via mobile channel

THE SOLUTION

Creating a mobile app that works as a collective platform for all services provided to the customer

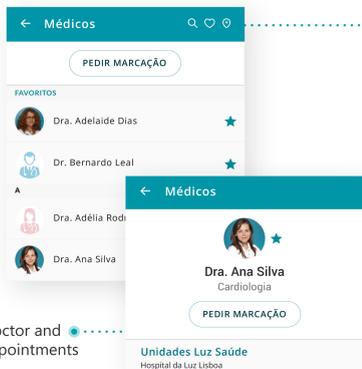
Providing more autonomy to users by allowing them to schedule and manage medical appointments and examinations

Designing a simple, intuitive and modern interface enabling customers of all ages to easily use the app

Building a new way to communicate between Luz Saúde and its users by having an area designated for news articles

- Text search
- Search by doctor, specialty and unit
- Appointment request
- Customer login platform
- News articles / suggested content area
- Homescreen

Choosing a doctor and scheduling appointments



Navigation menu

Customer Profile



Access to medical examination results

Access to a list of bills and billing details



TECHNOLOGY

This app required technology capable of ensuring the storage of thousands of data that the permitted actions managed, and also the safety of customer personal data, because it was specifically developed for a health industry organisation.

So, Xpand IT resorted to innovative technology in order to create a valuable product for Luz Saúde but, most importantly, for the users of their app:



Microsoft API Management plays an essential role in this project, since it works to balance access management. It manages existing backend services, protecting them from some types of overuse that may damage performance.



Using Xamarin, it is possible to create multi-platform apps for Android, iOS and Windows. Using this Microsoft technology in the development of apps ensures that everything contributes to a native app: usability, performance, and access to all the APIs provided by the various operating systems. Xamarin facilitates the reduction of the solution's time to market and total cost of ownership.



This project's entire backend and integration mechanisms and central systems from Luz Saúde were implemented using several components from Azure, Microsoft's cloud platform for app implementation and management. Additionally, using Azure ensures the solution will be adjusted to any workload, regarding users, that the solution may have.

BENEFITS

Reinforces the position of Luz Saúde as a company focused on innovation

Reduces communication costs and customer support infrastructure

Reduces administrative work

Improves customer autonomy

Reinforces connections between the user and the Hospital

Provides a new method of communication (news articles encompassing various themes related to the health industry)



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