



Industry: Technology

Founded: 2019

Headquarters: Mumbai, India

Employees: 17,500

Solution elements

Digital Technology Services

RWS integrations and APIs enhance healthcare app data accuracy

Our client is a technology subsidiary of a multinational corporation that has a diverse portfolio of industries that includes healthcare, telecommunications, energy, textiles, retail, petrochemicals, natural gas and mass media. Their innovative healthcare app strives to create a better digital life for users by providing anytime and anywhere access to advanced healthcare services and data.

Millions of users access the convenient and robust healthcare app to securely store digital records, schedule teleconsultations and tests and monitor wellness information. Mobile phones and devices integrated with the internet of things (IoT) track key vitals like heart rate, blood pressure, temperature and hours of sleep and transmit the data to the app.

The challenge

Since the functionality, capability and specifications for every device is different, the embedded software development kits (SDKs) in each device is also different. This causes the SDKs to generate different application programming interfaces (APIs) and deliver inconsistent data to the app. This caused our client to struggle with:

- Integrating, managing and ensuring uniformity in the APIs
- Gathering and displaying results in a similar way due to data inconsistencies and a lack of standardization
- Retrieving and processing data from each connected device simultaneously

Our client was looking for a scalable solution that functioned in a standardized way and followed consistent rules. The solution also needed to be future-ready so new devices could be attached as they were released to market.

The healthcare app now fetches data values on the go, improving connectivity and providing users with up-to-date data.

The solution

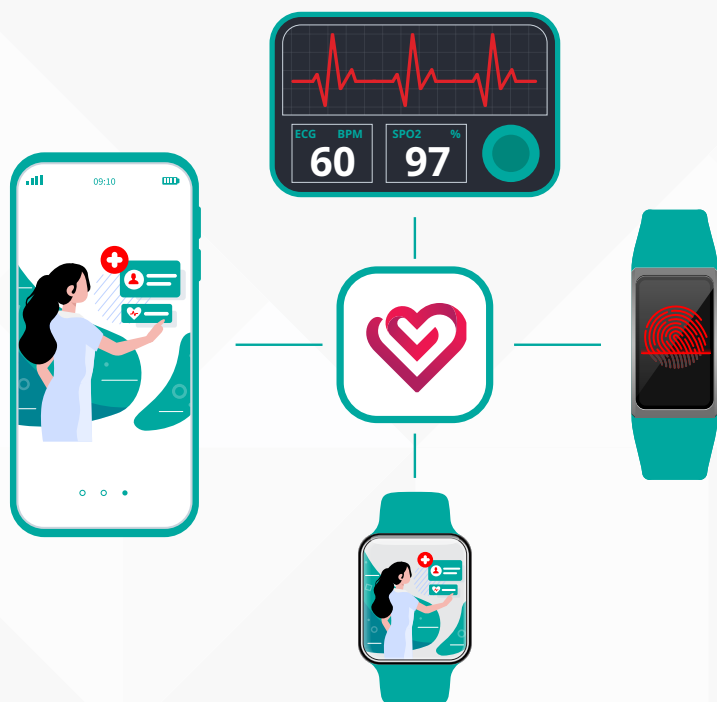
RWS had been providing IoT technology solutions to the client and our expertise in next-generation services helped us become their priority partner. To address their complex challenges, a scalable and flexible IoT architecture was engineered for native android and iOS devices that would integrate with gateways, servers and third-party systems. This architecture served as a unified interface to connect with nearby Bluetooth low energy (BLE) devices and data within the ecosystem.

RWS also partnered with third-party manufacturers to produce a standard set of APIs and integration touchpoints. These touchpoints facilitated data transmission through a single software development kit (SDK) and IoT platform.

The results

With the RWS solution, the client's healthcare app now scans all connected devices simultaneously and fetches data values on the go, improving connectivity and providing users with up-to-date data. In addition, the deployed system quickly collects, manages and transmits data no matter how many devices are connected.

Finally, the uniformity created while coding health parameters ensures that all data is displayed consistently no matter what kind of device captures the data.



The healthcare app can now share up-to-date data with multiple devices.

Key functionality

- Developed a centralized interface for device discovery using specific APIs
- Managed, upgraded, onboarded and configured multiple devices into the system
- Established platform-specific libraries for integration with multiple device types
- Incorporated an option to reset device settings and consolidate data to display results
- Organized and unified measurement units across devices to automatically collect similar values
- Resolved issue escalations and errors that arose during parameter measurement
- Documented the new functionality and APIs in a guide
- Provided add-on functionality to vendors and helped them code complex frameworks

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About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our customers to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise and smart technology.

Customers include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

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