



User-Centric Application Modernization



Accessible website helps bridge digital divide in healthcare



Healthcare



Digital Transformation



Web UI/UX, ADA Compliance, Agile scrum

BACKSTORY

Accessible technology is a proven determinant of access to healthcare. Therefore, by ensuring technology is inclusive, we can move to close healthcare’s digital divide.

An American life sciences company sought partnership with TSG to develop a secure, user-friendly site to support its sample testing. The client’s goal was to provide the necessary user experience for users with disabilities, language barriers, and those affected by the digital divide.

SOLUTION

With user interface and experience (UI/UX) in the forefront of our client’s minds, TSG partnered to develop a website that made the sampling process accessible and easy. Aligning with the proper style guidelines and branding, TSG worked within an Agile scrum methodology to create an enhanced application that was safe, modern, and ADA compliant.

TSG MANAGED SOLUTIONS

Solution Development

TSG worked with the client to confirm the project scope and objectives and developed a customized plan that aligned to the client’s budget and timeline.

Building & Scaling Teams

Experienced TSG subject matter experts allowed the client to offload hiring responsibilities and bring in cross-functional teams with the required web development, cybersecurity, and UI/UX skillsets.

Service Delivery

Tracking project milestones and feature deadlines, TSG’s Delivery team owned engagement oversight, enabling the client to reach their project goals.

Project Outcomes

- ✓ Adopting a user-centric mindset and complying with ADA requirements, TSG helped drive health equity through careful attention to security and UI/UX for the web.
- ✓ Utilizing an Agile Scrum methodology, TSG worked cross-departmentally to design a secure system that empowered all users to schedule sample collections, check their status, and download results.
- ✓ By expanding the reach of the client’s application, TSG assisted the client in driving revenue growth.