

CUSTOMER: TELEDOC HOLDING GMBH

tecRacer converts the system to AWS and develops the myTeledoc app

Telemedicine company TeleDoc provides primary care - entirely digitally. Patients can contact doctors around the clock for video calls via a mobile app for a basic monthly fee at no additional cost. Even the one-time service to book a specialist is included. To improve infrastructure and app management, TeleDoc needed an independently developed product. The central task was creating a new doctor app and a separate subscription module with connected service providers. In advance, tecRacer converted the hermes.net-based system to Amazon Web Services (AWS). The project additionally includes the development of new functions and features, a redesign of the service API for patient components and the design of the physician components.

Operation on the existing system

The system is based on the virtual call center solution hermes.net, which provides routing and call logic. Via the app, a video call to a physician can be started via WebRTC. A third component organises the legitimization of app users. The Teledoc app was already available for download in the AppStores for Apple iOS and Android and had many installs. Therefore, the ongoing business of doctors and patients must not be affected. For this reason, contrary to usual contract developments, tecRacer could only deliver the work results in packages and had to introduce new extensions in an existing context.



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The foundation with Amazon Web Services

As an experienced APN Premier Consulting Partner in the APN Amazon Partner Network, tecRacer was able to replace the Hermes.net system with AWS Chime. Against the background of numerous successfully realised projects, tecRacer supported Teledoc in working out the requirements and advised on the implementation. After consolidating the existing infrastructure and extending functions, tecRacer delivered a backend API and a user interface (UI) for the app that doctors use for medical consultations.



Florian Brandstetter, CEO Teledoc Holding GmbH
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The app for physicians with a new user interface and new features

First, tecRacer integrated a patient legitimization feature and a subscription module into the patient app so that 3rd party solutions could be eliminated. Next, the task was to develop an app for physicians. The inventory data had to be migrated in the process so that the 3rd -party solution could also be removed here. Next came the design of new user interfaces that incorporated planned new features. Finally, additional functions and features could then be implemented. Medical consultation for doctors and patients can now be wholly implemented in the app: calling up and processing all data, such as previous doctor's protocols for each call, managing all documents stored in the app, and issuing prescriptions.

Customer contact:

Alfred Nussball, Chief Technical Officer, Deutschkreutz, Burgenland, Austria

„tecRacer quickly and reliably migrated the entire system to AWS without any restrictions to ongoing operations - as before, our doctors were available to their patients around the clock. With Amazon Web Services, we have chosen a reliable partner that combines efficiency and scalability with the strict requirements for data protection in the healthcare sector. As a result, we significantly improved the quality of our service and data security. And reduce our infrastructure costs by 50 per cent in the process.“



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Project goals

- Creation of an app for medical consultation via video
- Patients can contact doctors around the clock
- Complete digital implementation of the patient's medical consultation
- Access to and management of all master data and medical data, and doctor's protocols when a patient calls Document management in the app
- Possibility for the doctor to create a prescription for the patient

Project duration

Since March 2021, the first release in mid-June

Project performance tecRacer

- Migration from Hermes.net to AWS
- Consolidation of existing infrastructure and extension of functions Development of app components
- Backend API and user interface for physicians
- Implementation of Amazon Chime SDK for video conferencing and chat
- Consulting and elaboration of requirements and implementation

Tools und Programme

- AWS CHIME for video calls, CDK : APPSync, DynamoDB, Lambda, S3, AWS Service Pinpoint, Amazon Cognito, AWS Quicksight, SQS, Amplify
- Stripe for payment processing
- Angular, Typescript, Nodejs

About tecRacer

tecRacer is based in Hanover and has offices in Duisburg; Frankfurt am Main, Hamburg, Munich, Vienna, Lisbon and Lucerne. It consists of the division's Cloud Consulting - Amazon Web Services, Agile App Development - Web & Mobile and Managed Services.

tecRacer is an Amazon Web Services Authorised Training, Premier Consulting and audited Managed Services Partner and offers official training, consulting, projects and managed hosting around Amazon Web Services.

tecRacer was founded in 1999 as the business unit „iRacer“ of Herrlich & Ramuschkat GmbH. In 2006, tecRacer GmbH & Co. KG was founded as a separate company. Today, the owner-managed company employs more than 120 permanent staff and has more than 450 customers and 1,500 projects worldwide since 1999.

You can find more information at www.tecracer.com or contact us at aws-sales@tecracer.com.

