

Ideation to Production

Tech-stack for a healthcare service and our learnings



Umar Nizamani

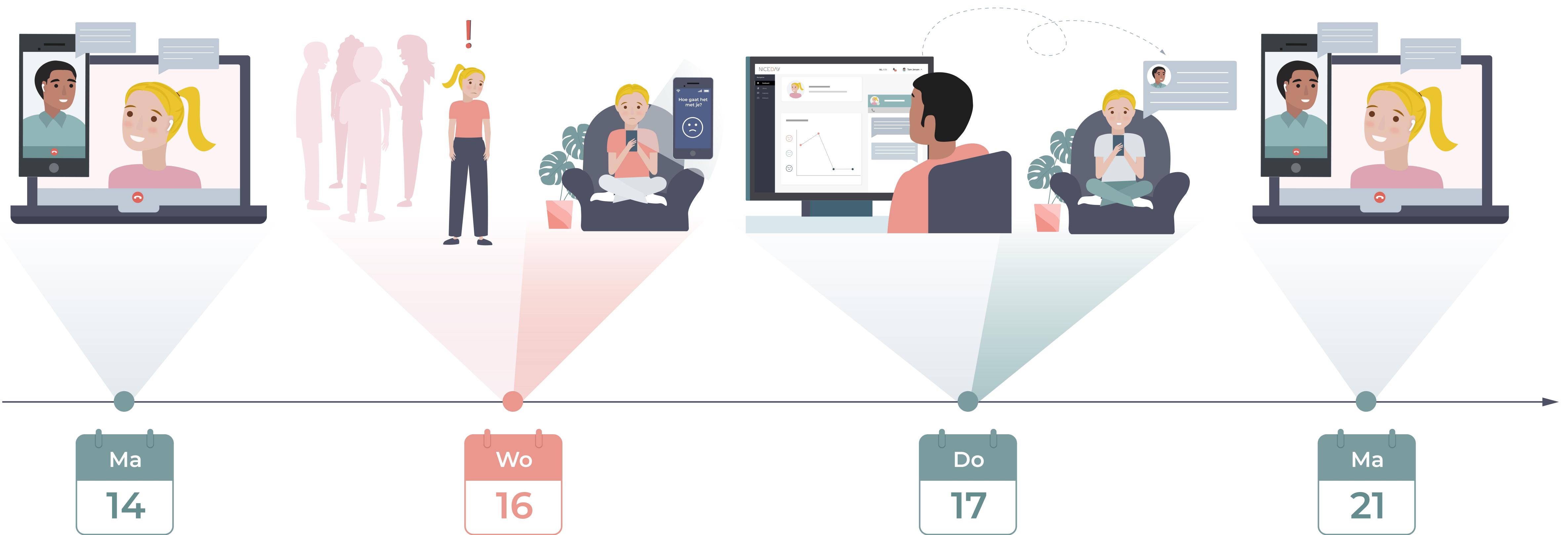
CTO NiceDay Nederland

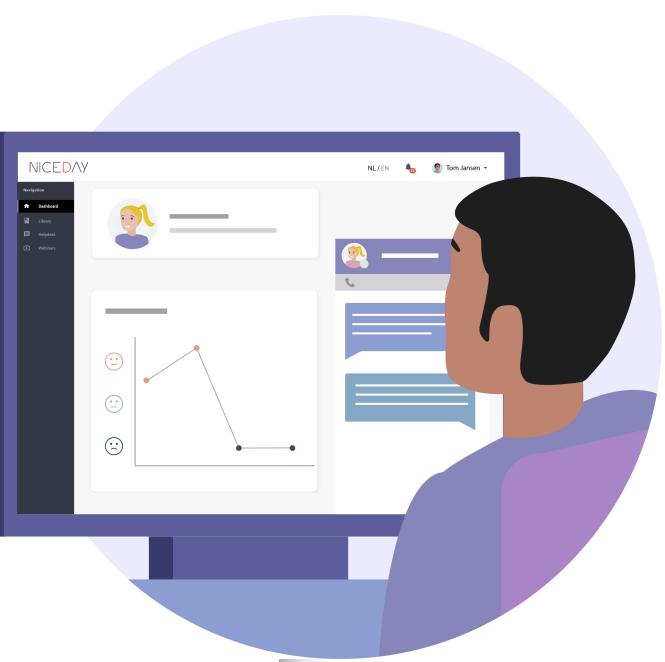
umarniz.com



Digital treatment service for mental healthcare





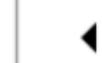


Bertie Castillo

Connected to you since 19 September 2017

[Profile](#)[Plan & Track](#)[Insights](#)[Network](#)

Data last synchronised on: 5 minutes ago

[November](#) ▾[Jump to current](#)[Manage trackers](#)[29 oct - 4 nov](#)**Week 43**[5 nov - 11 nov](#)**Week 44**[12 nov - 18 nov](#)**Week 45**[19 nov - 25 nov](#)**Week 46****Events**[Add filter +](#)[Plan +](#)[Add meeting notes](#) [Configure](#)**Monday, 29 October**

Breakfast with Suzanne

09:00



Feeling very negative

12:00

Tuesday, 30 October

Video meeting #2

11:00

Wednesday, 31 October**Monday, 5 November**

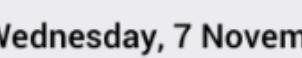
OQ-45 Questionnaire

18:00

**Tuesday, 6 November**

Dinner with Matty

19:00

**Wednesday, 14 November**

Starting the day with headaches again

09:23

**Monday, 19 November**

Video call Bertie & Henk

12:00

**Tuesday, 20 November**

Football match with friends

09:00

**Mood**[Reminders](#)

Nice Day

- [Navigation](#)
- [Dashboard](#)
- [Library](#)
- [Helpdesk](#)
- [Webinars](#)
- [Clients](#)
- [Therapists](#)
- [Search for a client](#)

| Client | Last Contact | Actions |
|----------------|------------------|---------|
| May Hopkins | Today, 21:00 | 12 |
| Ella Bandita | Today, 20:33 | 12 |
| Henk Bootjes | Today, 12:20 | |
| Steward Bla... | Today, 10:20 | |
| Jessie Her... | Yesterday, 20:00 | |
| Steve Joan | Yesterday, 12:00 | |
| Liz Brown | 12 Oct 2017 | |

 Coach Hannah
Typing....

Tuesday 16:21

Haloo Hannah

Ik ben net gaan wandelen, en was eigenlijk zo vervelend nog niet!

Ik vond het zelfs best leuk 😊

Read 16:27

Wat goed om te horen, Tamara!

Ben je alleen gaan wandelen, of ben je samen met iemand gaan wandelen?

Deze keer ben ik alleen gaan wandelen, maar ik ga volgende keer zeker weten aan mijn partner vragen of hij ook mee wandelt!

Delivered

Message 

Tracking Edit

Day Week Month Year

< Today >

Steps 2203 Steps 08:32 +

Feelings 2 Registrations 07:48 +

Diary 2 Registrations +

Meeting notes 1 Registration 07:48 +

Smoking 0 Registrations +

Add new tracker +

Daily planner

< Tomorrow >

Planned

Take the train Today 15:00 

Walk 4000 steps Today 

Have a NICE DAY 

" You cannot understand good design, if you do not understand people"

Tracking Planner Network Profile



The entire stack today

Web Portal

Mobile App

Marketing/Legal
Websites

Helpdesk

Analytics

Email

Push Notification

Other Suppliers

User Facing Services

Data Analysis

Support Tools

Error Reporting

Admin
Dashboard

Monitoring

Alerting

Logging

Visualising

ELT tooling

Feature Flag
Management

Data
Management

...

Internal Tooling

Founding Principles

Privacy



Image courtesy freevector.com

- Need to know access
- Data minimisation
- Data segregation
- Supplier reduction

Security



Image courtesy vecteezy

- Strong defaults
- Organisational awareness
- Monitoring
- Continuous testing

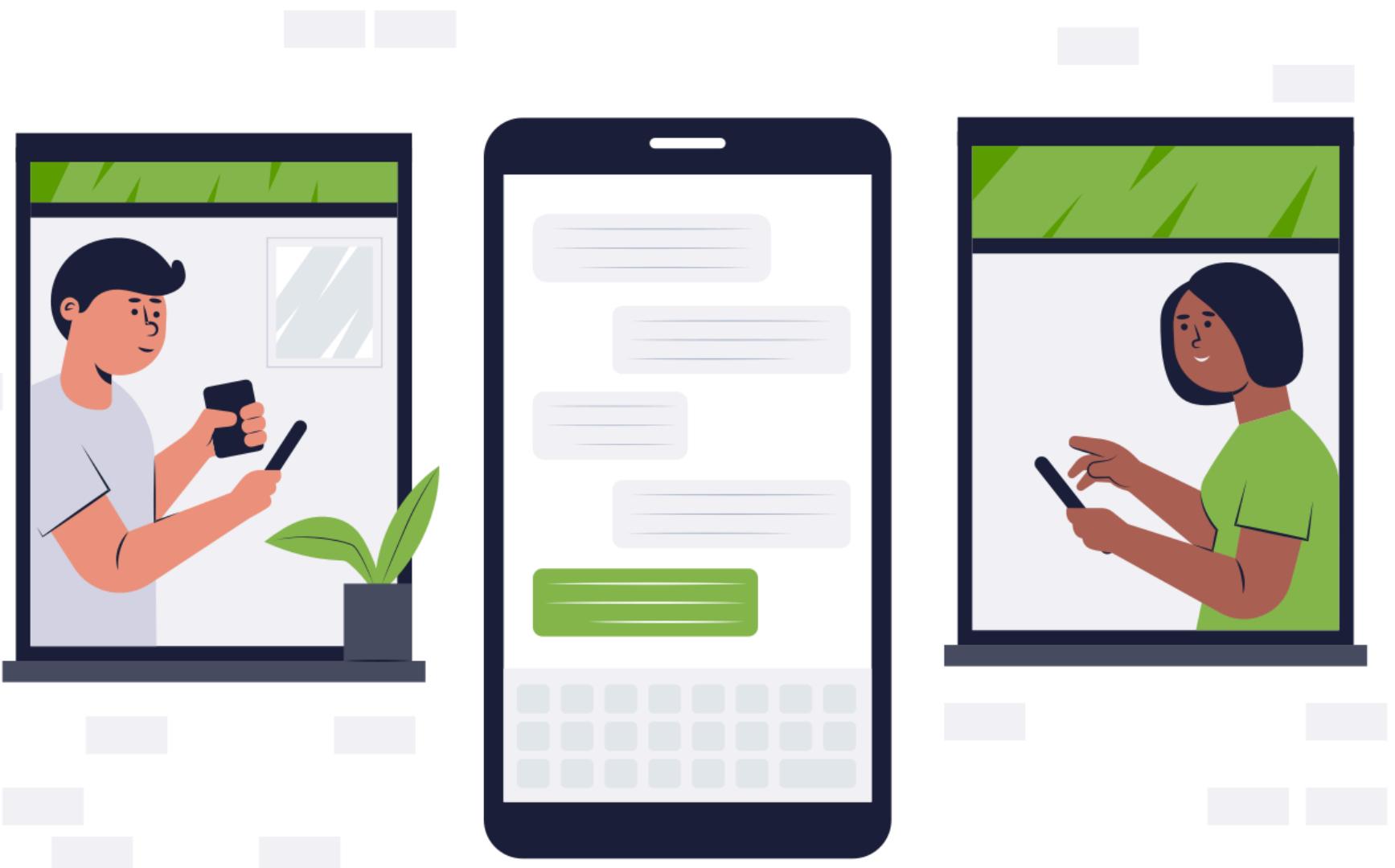
Reliability



Image courtesy vecteezy

- Redundancy
- Monitoring & Alerting
- Infrastructure (OnCall / Playbook)
- QA & Support Engineers

Usability



- Rapid iterations
- Working with domain experts
- Therapists/engineers under same roof
- Product vision from domain experts

Image courtesy vecteezy

Learnings

**Think for tomorrow
Build for today**

Lean on your strengths

Marathon Mentality

Understand regulation

Thanks.

@rapchik

umarniz.com



NICEDAY