Case Study

NewRedo

Clinical Data Software Publishing Pipeline

/ Healthcare Knowledge

Specialist Info is the online medical directory created by Healthcare Knowledge and providing comprehensive contact information for over 100,000 NHS and private consultants, GPs, hospitals and surgeries across the UK and Ireland. Established in 1998, the directory is updated daily and is widely used across the healthcare sector, including by doctors, medical secretaries, practice managers, lawyers, pharmaceutical companies and medical charities. In addition to its core directory service, Specialist Info supports the medico-legal community through accredited CPD training, The Faculty of Expert Witnesses, and one of the most extensive databases of medico-legal consultants and GPs.

" NewRedo expertise and willingness to help was exceptional. They stepped in where others had failed and turned things around very quickly "

Emma Taylor - Managing Director

info@newredo.com · www.newredo.com · 0113 320 7336
NewRedo, Platform, New Station St, Leeds LS1 4JB

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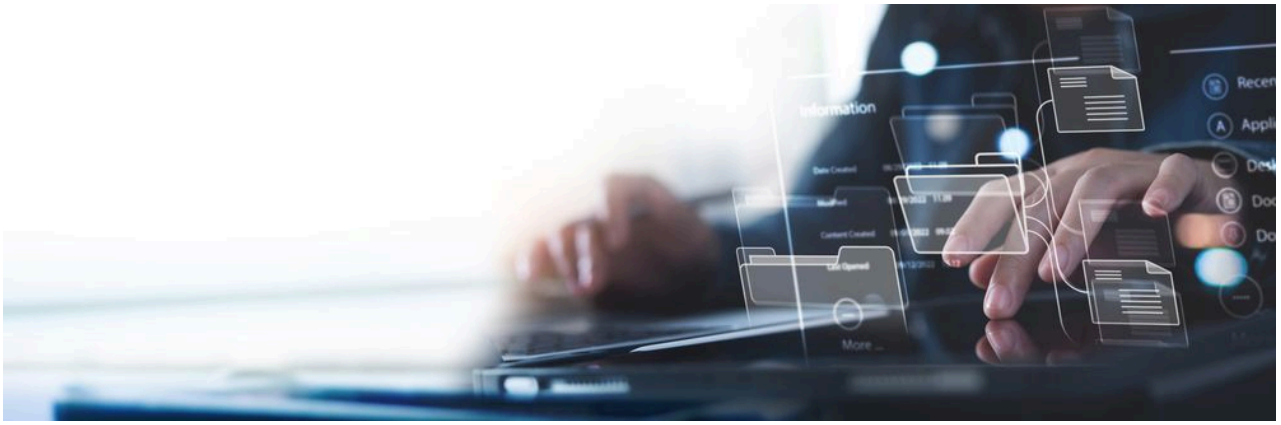

Project Introduction

Healthcare Knowledge is an online directory of over 100,000 UK and Ireland healthcare professionals. NewRedo stepped in to fix and stabilise their data tools and publishing pipeline after a crisis. NewRedo's team built fixes and staged environments to accelerate the process. Ongoing collaboration yielded improved editorial tooling and increased overall capacity and added significant improvements to the security, editorial toolset and delivery pipeline.

Project Challenge

The publishing tools and clinical data software pipeline for the vast clinical and clinician dataset had been developed over many years using an inhouse team. After a crisis in the business left Healthcare Knowledge with no technical expertise and a compromised system they needed a partner willing to step in at short notice and take control of the situation. Facing the loss of technical personnel, a system breakdown and downtime of the live data catalogue used by their customers, decisive action was needed. NewRedo responded to the request and engineers were on site within hours. With a dependency on some legacy technologies, the challenge was to understand and stabilise the situation and quickly restore business continuity. Because of the nature of the platform's architecture and its historical operational context, significant work was immediately needed to de-risk further disruption.

Project Solution

NewRedo mobilised a team of engineers to assess the existing clinical data software, investigate the cause of failure and create a remediation plan. After finding and diagnosing the most immediate problems the team began to apply a series of fixes and system recovery steps quickly and methodically. The team's technical proficiency, systematic approach, and experience in handling complex IT challenges enabled a restoration of their service and business to recommence within a few hours. Over the subsequent days NewRedo took over the ongoing maintenance and support of the bespoke publishing toolset and put in place improved engineering practices. They also established monitoring mechanisms, implemented regular updates and bug fixes, and provided ongoing technical assistance to ensure operational stability.

Once the crisis had been averted and a solid foundation established a program of modernisation, improved security and improved operational practices was scheduled.

Customer Value Proposition

The averted crisis allowed Healthcare Knowledge to resume business as usual within hours and in the process the implementation of many system upgrades and modernisations brought valuable benefits to the organisation. Firstly, it ensured operational continuity, allowing the business to maintain uninterrupted operations and meet publishing schedules. Efficiency and productivity were enhanced through streamlined workflows and improved data management capabilities. Upgrades also improve data accuracy and quality while enabling scalability and flexibility to handle growth and changing requirements. Integration capabilities are enhanced, and security measures are strengthened to protect sensitive data and ensure compliance. By future-proofing their clinical data software and leveraging technological advancements, the Healthcare Knowledge business gained a competitive advantage, attracting more users and expanding their customer base. The Healthcare Knowledge leadership team were able to refocus their efforts towards achieving their commercial objectives.

Project Skills

Postgres, Agile Delivery Management, Business Analysis, Change Management, Cloud Infrastructure, Data Analytics, Data Migration, DevOps, PHP, Legacy Systems, MySQL, Project Management, IT Service Management, RDBMS, Software Archtecture, Test Management, Technical Leadership, Jira, Stakeholder Management, Web Programming, Web Applications, Amazon AWS, CI/CD, Docker, GitHub actions, Javascript, Node.js, Terraform