CENGN

HYPERCARE INNOVATION HIGHLIGHT

♥ HYPERCARE

COMPANY OVERVIEW
On a mission to modernize the health sector, Hypercare developed a software-as-a-service (SaaS) platform to improve health professionals' workflow so that energy and attention are focused on patients rather than mundane tasks. Considerable research has shown that healthcare providers spend an excessive amount of time struggling with arcane communication and collaboration tools and processes, which leads to a decreased patient and provider satisfaction and poor patient outcomes. Hypercare provides a secure and compliant alternative for providers to serve their patients better.

LOCATION: TORONTO, ON

TECHNOLOGY

Data Centre and Cloud

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FRUSTRATION DUE TO LEGACY SOLUTIONS
The lack of effective SaaS solutions in the healthcare system increases frustration and lowers efficiency for providers, deflecting the focus from what really matters – patient care. Countless dollars are being spent on maintaining inefficient paging and switchboard systems, with no significant improvement to workflow. As a result, clinicians turn to consumer apps lacking the necessary security and privacy features required for healthcare, increasing the risk of critical information leaks. This fragmented healthcare system leads to hours spent on coordination to stay on track, wasting time and resources, aside from worsening job dissatisfaction among clinicians and negatively affecting patient outcomes.

SIMPLIFYING HEALTHCARE WORKFLOW
Hypercare offers a secure all-in-one real-time care platform that focuses on simplicity, ease of use, flexibility, and low maintenance requirements. These qualities allow for quick and easy adoption and reduced ongoing costs of operation for clients. The SaaS can be accessed through Android, iOS, or a browser-based web platform. It's designed to be easily deployed, scaled, and integrated to displace legacy systems and meet the needs of diverse clinical settings. Hypercare's SaaS is offered in three tiers: a free tier for clinicians, a middle tier for administrative group control, and an enterprise tier that integrates into existing single-sign-on systems and other IT infrastructure.

ASSURED SCALABILITY AND RELIABILITY OF THE SAAS
The platform's scalability and reliability are critical for Hypercare. The company needed to ensure that it can handle peak customer traffic flow conditions and sudden spikes in usage without issues. Leveraging CENGN's technical expertise and testbed, Hypercare successfully validated the scalability of their servers and optimized performance to meet the anticipated growth levels of 500-700 requests per second (RPS) on all critical API endpoints. Hypercare also uncovered areas for further optimization on their platform within their database implementation, which they plan to improve in the future by adding multiple databases and spreading datasets among these.

> "With our deployment into the U.S., we're expecting an increase in the number of users. Thanks to this project, we have many learnings and options on how to handle such a situation."

Umar Azhar
CTO, Hypercare