

CASE STUDY



Global Health Information Organization Launches Modernized Mobile App with global input in 10 Weeks

COMPANY - Global Health Information Organization

CUSTOMER SINCE - January, 2020

- THE GOALS -**
- Create a global mobile platform that delivers real-time factual health information in 6 languages.
 - Combine 3 outdated apps into 1 high-performing, easy-to-navigate mobile app.
 - Deliver real-time, structured information and resources to people in 30+ regions around the world.



“Thanks to Resolute’s work on our new mobile app, people around the world are able to access critical health news and information in their native language, at any time, with a few clicks on their mobile device. The versatile, modernized mobile app supports our mission to publish and disseminate scientifically rigorous public health information, and deliver policy-makers, researchers, practitioners and global citizens the information they need to be healthy and thrive.” - Web CMS specialist-Team Lead, client side

Keeping People Informed about Global Health Trends and Data

The public is hungry for information about a wide range of topics, particularly in the age of Covid-19, where access to up-to-date health and safety information is saving lives. One global organization that specializes in distributing such information was looking to extend its reach by making it easier to access health-related digital content through a **modernized mobile app**.



While the company's website serves a global audience and information is available in 6 languages, **the site was not optimized for mobile devices**, which was a problem.

The organization set out to **create a modern mobile app** to make it easy and convenient for people to access essential global health information, in their preferred language. They reached out to Resolute Software in January 2020 to make it happen.

500,000 Downloads and Counting!

4.2 ★★★★★



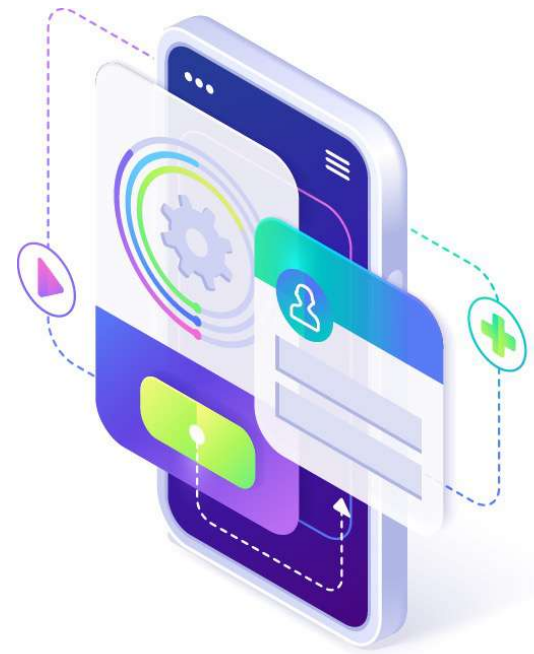
Since the launch, more than **500,000 people have downloaded the mobile app**, and it has received an average **rating of 4.2 stars**.

We are happy to have contributed to such a significant global project. The biggest value of the app is the ability to deliver up-to-date, regional health information in a high-performing, accessible format via users' mobile devices.

We continue adding features and functionality, fix bugs and make improvements on a regular basis. Users will soon have access to additional content types such as: **infographics, Q&A documents, regional information and other useful features**.

Access to Global Health Information was Difficult without a Mobile App

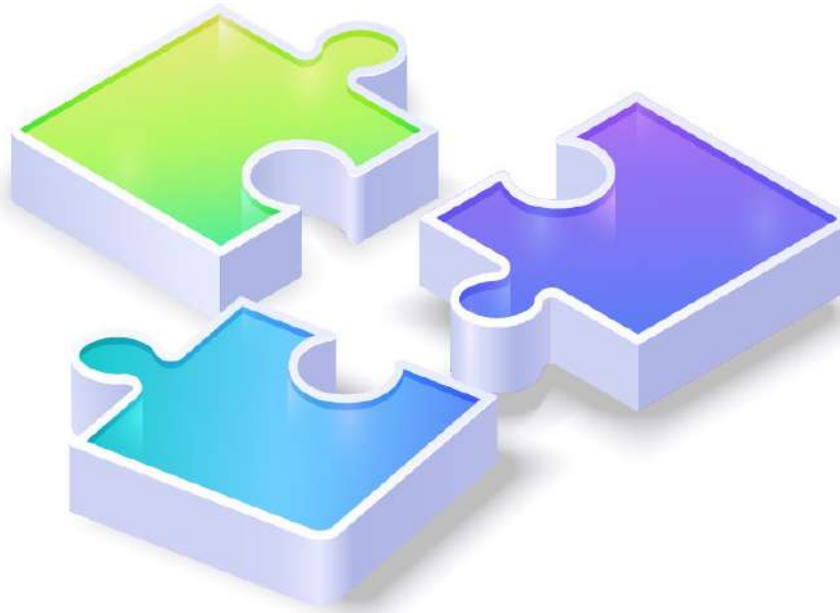
The organization's main goal was to make all of the information it provided to the public readily searchable and discoverable across any device. Yet accomplishing this goal would require overcoming many significant challenges:



- 1. The website was massive and finding information for users of mobile devices was difficult.**
- 2. Navigating the site from a smartphone was a slow and frustrating experience.**
- 3. Information needed to be available in 6 different languages to serve a global audience.**
- 4. Worse yet, the original design was “old school” and unappealing.**

For example, in the health topic app, there were a few tabs on the top navigation bar, and when you clicked on the tabs you would see a simple list of articles -- not graphics or downloadable content. As such, in addition to combining functionality of the three existing apps, the new mobile app would need a complete visual overhaul, with an updated look and feel and a modern navigation scheme.

Combining 3 Mobile Apps into 1



In an effort to make information more accessible, the organization had created **3 separate applications** for various content types — one for news updates, one for specific event-related information, and a “health topic” app that contained content such as articles and other publications relevant to a range of health-related topics.

All of these applications needed to be combined into one modernized mobile app, so that users could perform a simple search and gain immediate access to all relevant information about a given topic -- whether news, updates or articles and publications -- from their mobile device.

From Old-School to Modernized in 10 Weeks

Resolute Software set to work building the new mobile application from scratch. Built on NativeScript, an open-source programming language developed by Progress Software, the app leverages the **Progress Sitefinity Content Management System (CMS)** for content and ongoing updates.



Sitefinity CMS enables strict governance of all content that appears on the website and in the app, making it easy for the organization to comply with any regulations that govern the dissemination of global health data.

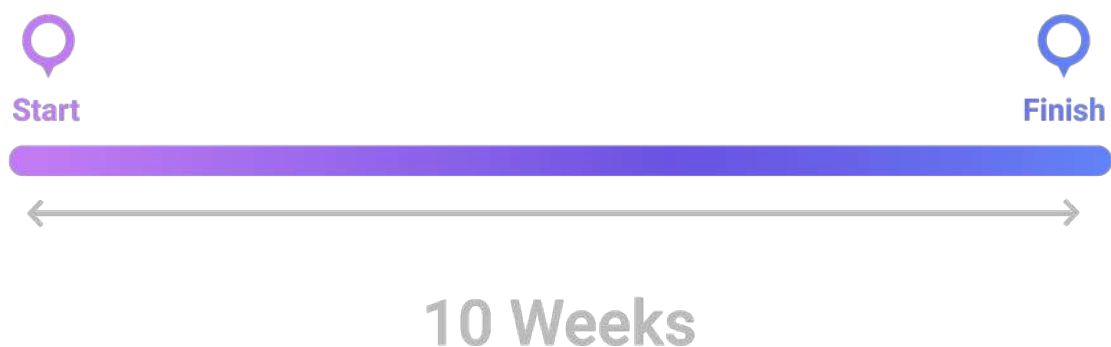
SOLUTION -

As the **NativeScript** framework is not as mature as others and has several limitations, Resolute's developers had to overcome several technical challenges. For example, one required feature was a **drop-down menu for filtering content**. When the user clicks inside an input field, a drop-down menu appears with a list of countries. The desired behavior was to be able to select one or more countries, or de-select a country by clicking a Close button.



While this functionality worked well on **Android devices**, it **did not work on iOS devices**. As a result, the team had to design a workaround to circumvent the limited functionality on the iOS platform. Other challenges required similar workarounds and the expertise and experience of the Resolute team.

After a rapid development cycle, Resolute completed the first version in just 10 weeks. The timing of the app's launch was fortuitous; people around the globe were in need of Covid-19 news, updates and information, and the app was able to deliver all of that in a succinct, accessible, convenient mobile format.



Unified, Beautiful Design with Simple Navigation Delivers Customized Content

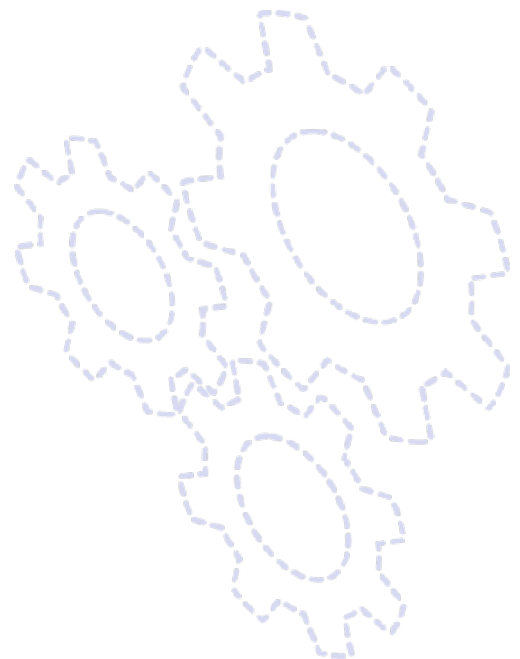
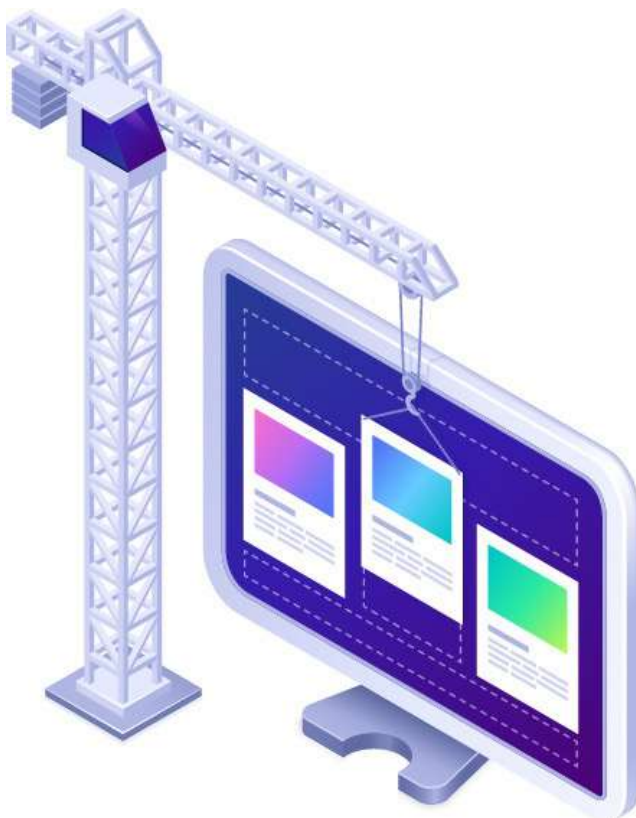
What we achieved in only 10 weeks from project start:

1. **Global reach:** The new mobile app offers the latest global news, feature stories, fact sheets, disease outbreak updates and public health emergency information to users in 30 regions around the world.
2. **Content is available in six languages:** Arabic, Chinese, English, French, Spanish and Russian. Users can select their preferred language and the app will deliver content in that language automatically.
3. **Functional design:** Each area of the site is displayed as a card on the home screen (News, Covid-19, Events and Stories). Clicking on any of the cards takes you to a list of that type of content, complete with links to downloadable content — helping users find what they're looking for quickly and easily.
4. **The new app offers various content types,** more than just blog posts and articles. Users now have access to on-demand webinar recordings and videos.



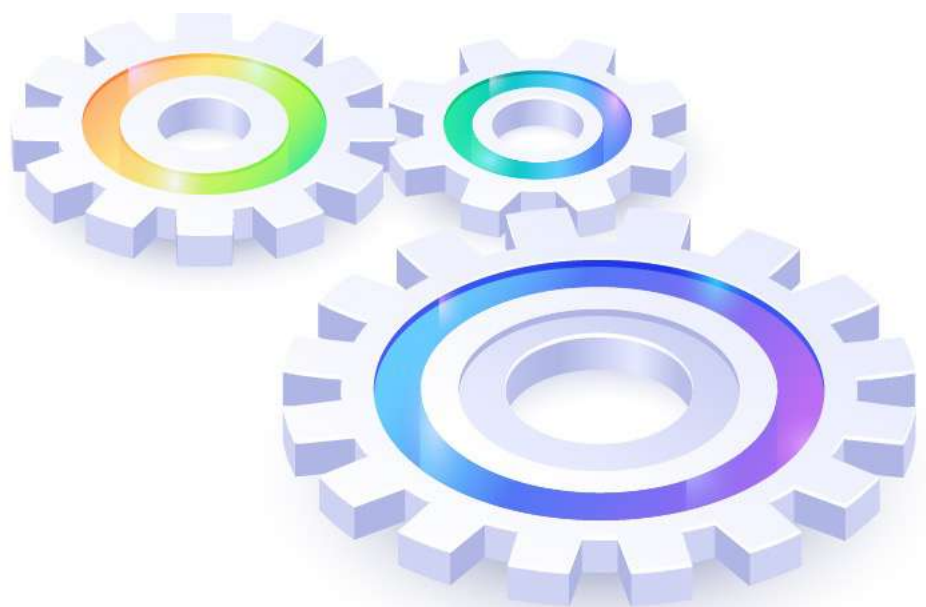
RESULTS -

5. **Real time information:** Thanks to improved navigation, users gain immediate access to real-time information, and can easily sort and find content based on their interests.
6. **Personalization:** Under preferences, users can pre-select their topics of interest — everything from infectious diseases to Mental Health to Nutrition, Obesity and more — and the app automatically personalizes the information to be displayed on the home screen.
7. **Bookmark:** Users can also bookmark their favorite topics to follow. Currently, the site offers information on 45 topics, but that list will grow to 240 topics or more in the months to follow.
8. **Events section:** In the Events section, users can choose to have the app notify them via their calendars when events of interest are announced or approaching.



High-performing, Automated App Enables Real-time, Effortless Updates

- The new app has an **appealing, modern look and feel**.
The navigation is clear and simple.
- **The app is high-performing** on both iOS and Android phones, so there's no delay in accessing information.
- **On the backend**, the app is fully integrated, and provides the ability to make dynamic, real-time updates to content. The organization simply provides information and images to the application server, and updates are completed seamlessly, without help from the Resolute team. Every time a user restarts the application on their mobile phone, it reads the config file on the server, and seamlessly updates the app with any new content and data. Users can change configurations at any time through the app, and upon restart, the new information will appear on the home screen.



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