

Considerations for Building a Technology Ecosystem

Preliminary Planning: Being purposeful upfront on how broad your technology integration strategy will be can help minimize confusion down the road – What stakeholders and functionality will you plan to address within your technology ecosystem and how will those efforts be staged?

Internal vs External: Broad portions of the technology required to enable ACTs will be new – Will your company elect to attempt to use off-the-shelf vendor solutions or own and build internally?

Staggering the Build: The advantage of mapping the entire ‘future’ technology ecosystem is in how your stage your build approach – How will you prioritize what functionality is most critical to build first?

Enabling Data & Materials: The diverse data, and sources of those data, combined with the various materials leveraged (certification documentation, patient consents, etc.) create a challenging management issue – How broadly are you viewing the data and materials you’ll need to coordinate and manage access to, and by whom/what system?

Privacy & Controls: ACTs create a significant challenge in that the patient is the product and cell chain of identify is paramount – How will your unique identifier be designed, who will have access to it, and how will you ensure privacy of PHI?

Customer Coordination: A multitude of internal roles will likely be interacting with a broad array of different customers from certification/ongoing training/support, to sales, to order mgmt. and patient services – How have you mapped out these various touchpoints & activities to ensure the underlying technology ecosystem is enabling seamless coordination?

Integrating to Existing Workflows: As the number of ACT therapy increases, integrating your certification & ordering process into a treatment centers workflow will become ever more challenging – How are your ensuring your processes are leveraging an outside-in vs. inside-out approach?

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Technology Ecosystem Enabling ACT Products

Integrating a Broad Array of Systems Across Numerous Teams

