Sundown
Technology that works for you

Client Case Study

Business App Development at scale

Industry:	Medical
Core Business:	Biopharmaceutical, Patient facing
Employee Count:	Circa 18k globally
Geography:	Global
Workloads:	Azure, O365, Custom App Development
Date completed:	Aug 2021

Gold Microsoft Partner
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1 Case Study Fundamentals

1.1 Story Specifics – Why is this story interesting?

The customer was patient-focused, values-based, R&D-driven global biopharmaceutical company committed to bringing Better Health and a Brighter Future to people worldwide.

Operating in 80 countries, its passion and pursuit of potentially life-changing treatments for patients are deeply rooted in over 230 years of distinguished history.

1.2 What Solution did Sundown deliver?

Key Focus:

- Faster diagnoses of rare diseases in pediatric cases
- Universally accessible information in real-time
- Enablement of optimised treatment for rare diseases
- Streamlined source of information

1.3 What Quantifiable Business Outcomes can we credit to this solution?

Rare diseases impact hundreds of millions of families around the world. Currently, no overarching model exists for uniform standards of care and diagnosis. It can take years for patients to receive a correct diagnosis for rare diseases. Even then, care protocols are often hard to find, amplifying the pain and anguish families will face when dealing with a rare disease diagnosis.

Working with a US-based Children's National Hospital, the client appointed Sundown to design and deliver a technology program. The technology consultancy was to establish a networked system to help standardise and streamline the diagnosis and care for patients with rare diseases.

The app will be led by an international institute. It will benefit from a $3.85 million commitment over five years from the client to help launch and sustain the program.

It will leverage several novel features to serve as a protocol platform that reduces barriers for researchers, clinicians, and patients to determine the appropriate diagnosis and clinical care for rare disease patients. It includes ongoing input from patients and families and an open "wiki" format for almost real-time updates from approved contributors to access the latest data.

The Institute is a first-of-its-kind centre focused exclusively on advancing the care and treatment of children and adults with rare genetic diseases.

It provides a medical home for patients and families seeking the most advanced care and expertise for rare genetic conditions that remain largely unknown to the general medical community.