

# Wyreless.NET Solutions Case Study

## The Wrong Framework

### The Original Assignment:

The CEO of a startup company specializing in medical software required their products to be interoperable with an industry standard known as DICOM<sup>1</sup>. This standard would allow their product, a tool allowing distance collaboration among medical professionals, to import and export medical images in a standard format. Due to our expertise in the required disciplines, we were contracted to provide the necessary support.

### What We Discovered:

After reviewing the product architecture, design, and user interface, it became apparent that the product was built on the wrong framework: Lotus Notes. Although a powerful product for some applications, it was limiting the company's marketing in 2 significant ways. First, customers were very reluctant to adopt Lotus Notes as their collaboration vehicle. Second, the industry momentum was just beginning to shift to the Web: a phenomenon that would redefine how industries and people would collaborate and communicate.

### What We Did:

We proposed a new product architecture for their unique collaboration tool. Based on web and database technology, this new design would be easy to adopt by their customers and would leverage the emerging internet technologies. It used innovative database replication technology to transparently distribute medical images to all participants in anticipation of collaboration sessions. It required no software installation: the product was hosted at a single web site and a client browser provided the user interface. Special controls for viewing, annotating, and collaborating were downloaded on an as needed basis. Security concerns were minimized using data encryption, firewalls, secure http (https), and custom authentication/authorization techniques.

### The Results:

This new approach to collaboration was well received by their customer base. They especially liked the "anywhere/anytime" capabilities: whether a practitioner was at the hospital, his/her group practice office, on the road, or at home, collaboration was accessible and behaved consistently. The ease of installation and no client software install eased the support load: critical in a startup environment.

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<sup>1</sup> Diagnostic Imaging and Communications in Medicine