

Case Study

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Global Health Outbreak Manager

Project

HOM is a full ITTC (Identify, Track, Trace, Contain) contactless solution that uses mobile technology, tech-enabled manual support to provide pandemic support to both officials and constituents. The technology encompasses a comprehensive suite which centres around symptoms checker, anonymous electronic contact tracing, using live maps and location-based information to identify those that may have been exposed and provide them with resources and support. This comes with Google and Apple Contact tracing API out of the box. HOM also enables machine-learned risk profiling and Symptom checking along with Contact Tracing.

Background/Challenges

- ✔ We made the technical user manual, presentations for modules and process flow for the HOM application. The major challenge was to:
 - i. Integrate the features and comprehend in a manner that it is easily understood by anyone who uses the manual or uses the process flow.
 - ii. To maintain the technical detail and put a non-technical output across.
 - iii. To create a User manual such as it should be easily understandable.
 - iv. Presentations were also made for different modules of the application listing the features and benefits of the HOM application mainly to be presented to prospective clients.

Approach/Solution

- ✔ For technical user manual, we had taken each feature and screen of the app and explained in detail about every navigation, process and the expected outcome.
- ✔ The process flow also explains in detail every step of each module and the next step for the user/administrator to understand what the particular module will require as an input and what will be the process outcome.