

# Ideation to Production

Tech-stack for a healthcare service and our learnings



# Umar Nizamani

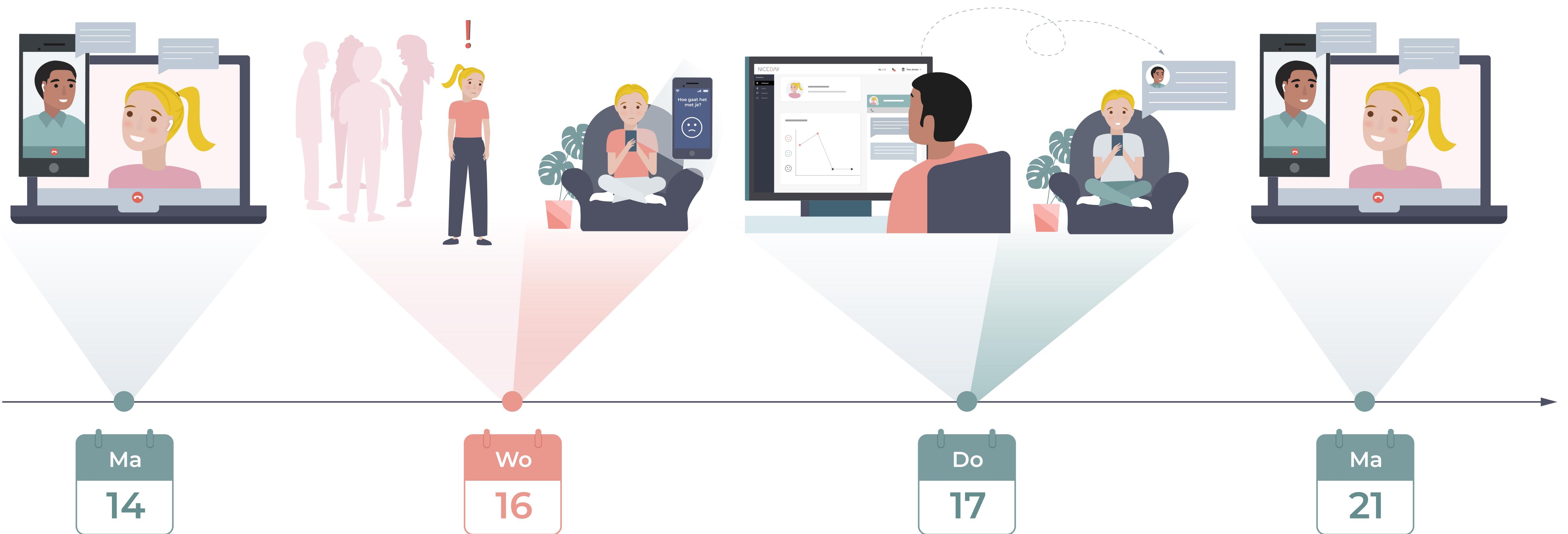
CTO NiceDay Nederland

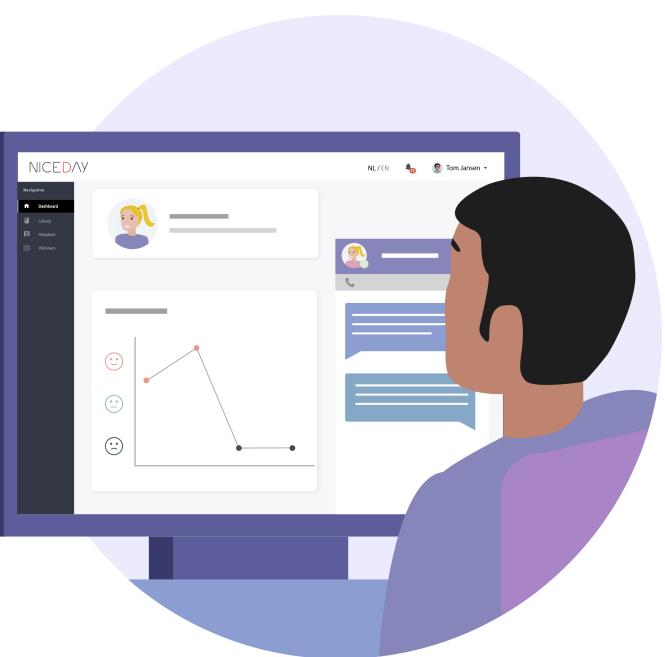
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Digital treatment service for mental healthcare







# Bertie Castillo

Connected to you since 19 September 2017

[Profile](#)[Plan & Track](#)[Insights](#)[Network](#)

Data last synchronised on: 5 minutes ago

[November](#)[Jump to current](#)[Manage trackers](#)[29 oct - 4 nov](#)**Week 43**[5 nov - 11 nov](#)**Week 44**[12 nov - 18 nov](#)**Week 45**[19 nov - 25 nov](#)**Week 46****Events**[Add filter +](#)[Plan +](#)[Add meeting notes](#)[Configure](#)**Monday, 29 October**

Breakfast with Suzanne

09:00



Feeling very negative

12:00

**Tuesday, 30 October**

Video meeting #2

11:00

**Wednesday, 31 October****Monday, 5 November**

OQ-45 Questionnaire

18:00

**Tuesday, 6 November**

Dinner with Matty

19:00

**Wednesday, 7 November**

Feeling out of focus

12:00

**Monday, 12 November**

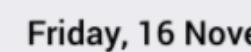
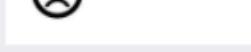
Energetic but restless

09:00

**Wednesday, 14 November**

Starting the day with headaches again

09:23

**Friday, 16 November**

Terrible sleep (again)

08:58

**Monday, 19 November**

Video call Bertie &amp; Henk

12:00

**Tuesday, 20 November**

Football match with friends

09:00

**Dinner with Mary**

21:00

**Mood**[Reminders](#)

**Navigation**

- [Dashboard](#)
- [Library](#)
- [Helpdesk](#)
- [Webinars](#)

**Clients** **Therapists**

[Search for a client](#)

	May Hopkins	Today, 21:00	12
	Ella Bandita	Today, 20:33	12
	Henk Bootjes	Today, 12:20	
	Steward Bla...	Today, 10:20	
	Jessie Her...	Yesterday, 20:00	
	Steve Joan	Yesterday, 12:00	
	Liz Brown	12 Oct 2017	

Coach Hannah  
Typing....

Tuesday 16:21

Haloo Hannah

Ik ben net gaan wandelen, en was eigenlijk zo vervelend nog niet!

Ik vond het zelfs best leuk 😊

Read 16:27

Wat goed om te horen, Tamara!

Ben je alleen gaan wandelen, of ben je samen met iemand gaan wandelen?

Deze keer ben ik alleen gaan wandelen, maar ik ga volgende keer zeker weten aan mijn partner vragen of hij ook mee wandelt!

Delivered

Message

Tracking Edit

Day Week Month Year

< Today >

Steps 2203 Steps 08:32 +

Feelings 2 Registrations 07:48 +

Diary 2 Registrations +

Meeting notes 1 Registration 07:48 +

Smoking 0 Registrations +

Add new tracker +

Tracking Planner Network Profile

Daily planner

< Tomorrow >

Planned

Take the train Today 15:00

Walk 4000 steps Today

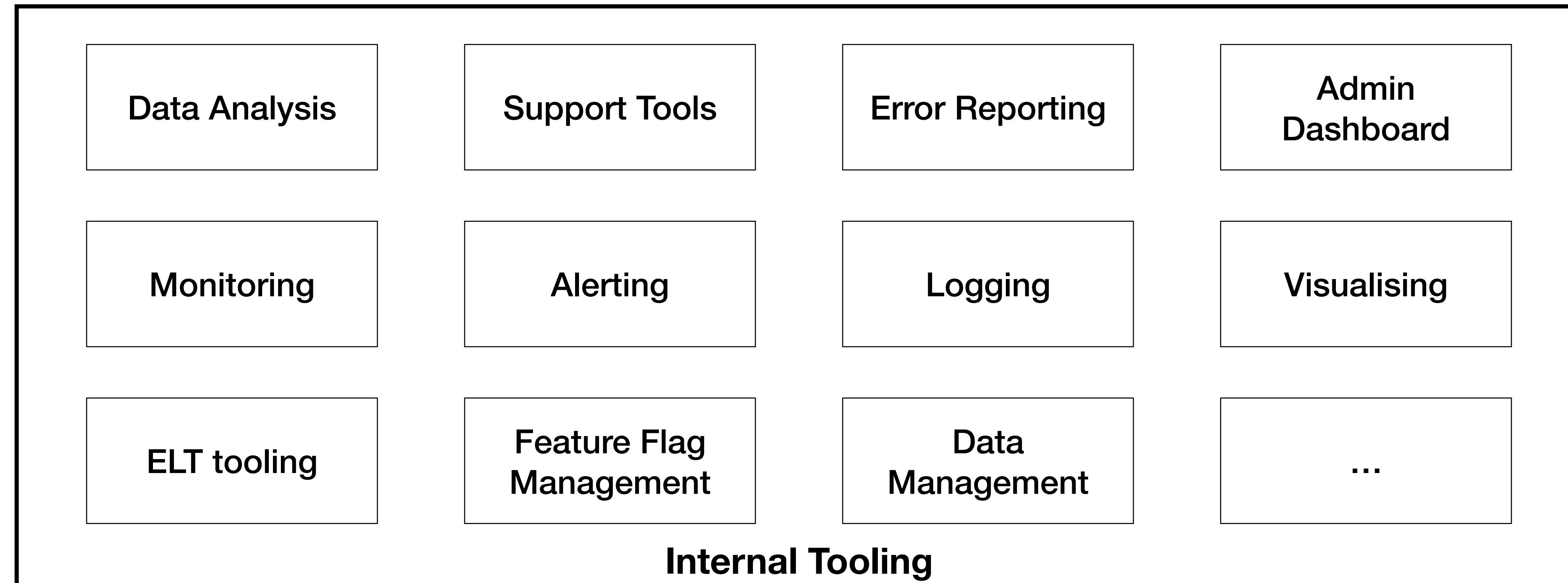
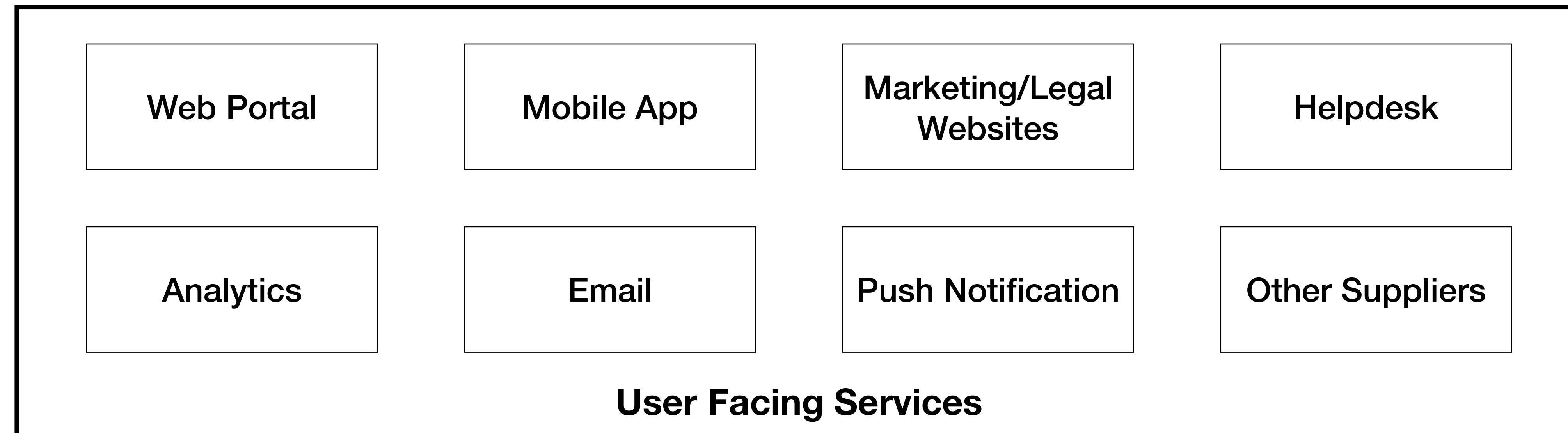
Have a NICEDAY X

" You cannot understand good design, if you do not understand people"

Tracking Planner Network Profile



The entire stack today



# Founding Principles

# Privacy



Image courtesy freevector.com

- Need to know access
- Data minimisation
- Data segregation
- Supplier reduction

# Security



Image courtesy vecteezy

- Strong defaults
- Organisational awareness
- Monitoring
- Continuous testing

# Reliability



Image courtesy vecteezy

- Redundancy
- Monitoring & Alerting
- Infrastructure (OnCall / Playbook)
- QA & Support Engineers

# Usability



- Rapid iterations
- Working with domain experts
- Therapists/engineers under same roof
- Product vision from domain experts

Image courtesy vecteezy

# Learnings

**Think for tomorrow  
Build for today**

**Lean on your strengths**

# Marathon Mentality

# Understand regulation

# Thanks.

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↗ NICE DAY