

From Platform Crisis to Enterprise Leader: A Telehealth Transformation Story

About Our Client



Our client is a rapidly growing TeleHealth company.

They deliver secure, virtual healthcare services that connect patients with providers through digital consultations to strengthen care connections, improve health equity, and deliver more efficient, patient-centered healthcare in the future.

The client's vision is to deliver accessible, reliable, and compliant virtual care at scale - while maintaining high performance, data security, and operational sustainability.

Business Need

A rapidly expanding telehealth platform with 500+ specialist care providers across 20 clinical specialties, managing over 2 million lives, faced a critical inflection point.

Despite successfully building a network that delivered accessible virtual care, their technology foundation couldn't support the next phase of growth.

The stakes were clear: Without achieving SOC 2 compliance, the company would be locked out of valuable healthcare partnerships. Without platform modernization, their vision of expanding from current operations to all nationwide would remain impossible. Technical limitations were becoming the ceiling on business growth.



Associated Challenges

What Was Breaking:

- Critical security vulnerabilities were blocking SOC 2 certification. Security audits revealed fundamental gaps in authentication, authorization, and data encryption that made certification impossible. Without SOC 2, healthcare systems and payers wouldn't even consider the platform—regardless of clinical outcomes or provider network quality.
- The platform couldn't scale beyond current state operations. Architecture designed for regional deployment wasn't built for the complexity of 50-state expansion: concurrent load of providers serving patients across different time zones and varying state regulatory requirements.
- Significant technical debt and code quality issues were compounding. The codebase had accumulated shortcuts and workarounds that made adding new features increasingly risky and time-consuming. What should have taken days now took weeks, and every deployment carried the risk of breaking existing functionality.
- Insufficient observability and monitoring capabilities left the team blind. When issues occurred, the team had limited visibility into root causes. There was no comprehensive logging, inadequate performance monitoring, and no proactive alerting—meaning problems were often discovered by frustrated users rather than the engineering team.



Business Solution

Enterprise Transformation Without Disruption

Mentis Solutions delivered a comprehensive platform modernization program designed around a non-negotiable constraint: zero disruption to live patient care.

Our Approach

1. Security & Compliance Foundation

- Implemented enterprise-grade authentication and authorization framework
- Deployed end-to-end encryptions for all patient data in transit and at rest
- Conducted security penetration testing and remediated all critical/high vulnerabilities

2. Platform Architecture Overhaul

- Refactored monolithic architecture into scalable microservices
- Redesigned database architecture for improved performance and reliability

3. Phase 3: DevOps & Operational Excellence

Automated deployment pipelines reducing release time from days to hours

Optimized cloud infrastructure reducing costs by 30% while improving performance

Established comprehensive monitoring and alerting systems

4. Our Differentiator: The Mentis Minds Advantage

Rather than the typical outsourced development model, we deployed a dedicated engineering team from our India development center who worked as an extension of the client's team. This approach provided:

- Cost-effective access to senior engineering talent with healthcare experience
- Seamless collaboration across time zones accelerating development velocity
- Continuous knowledge transfer throughout the engagement



Business Benefits



Platform Performance & Scalability

99.9% uptime with nationwide scalability and multi-region architecture.

80% reduction in platform incidents



Security & Compliance

SOC 2 Type I certification and HIPAA technical compliance achieved with zero critical vulnerabilities.

Complete audit trail coverage for all patient data access and modifications.



Business Impact

Nationwide expansion roadmap activated with platform supporting 2M+ lives and capacity for 10M+. 30% reduction in cloud costs



Operational Excellence

Deployments increased from monthly to weekly. Incident resolution improved with significantly higher engineering team satisfaction.

Why This Matters for Healthcare Technology Leaders



Many healthcare platforms face the same constraints: data security and privacy risks, architecture that can't scale, rising costs. This case study demonstrates how the right partner with healthcare-specific expertise can help achieve compliance, scalability, and cost efficiency.



Ready to transform your healthcare platform?

Contact Mentis Solutions (info@mentissolutions.com) to discuss how we can help!