



Telliant Systems

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Case Study

From Crisis to Launch: Rescuing a Veterinary Diagnostics Mobile Application

The Client

The client is an innovative veterinary diagnostics company offering saliva-based glucose monitoring solutions for pets. Their mobile application enables pet owners and veterinarians to monitor glucose levels accurately, promoting proactive health management.

The company integrates hardware, software, and backend analytics to ensure accurate readings and seamless data sharing. The client needed Telliant's software expertise to rescue their version 4.0 application from critical issues threatening their product launch.

The Challenge

The client's version 4.0 app faced critical pre-launch issues: performance inconsistencies across platforms, defects in result accuracy and image rendering, unreliable editing and graphing features, and unclear messaging, causing launch delays.

- ✔ **Enhanced Template-Matching:** Engine to generate more accurate glucose-value calculations.
- ✔ **Hue-Shift Detection Module:** To identify unusual lighting conditions that could distort results.
- ✔ **Advanced Color-Clustering Algorithm:** To improve Target Zone accuracy and reduce non-uniform shadow impact.
- ✔ **Saliva Detection Check:** To verify sufficient sample presence and trigger appropriate error messages.
- ✔ **Expanded In-App Messaging System:** With updated and newly added guidance/error notifications aligned with new features.





Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include:

LANGUAGES

- React Native
- JavaScript
- Python/Django

PLATFORM

- iOS & Android
- PostgreSQL
- AWS
- RDS & S3
- Firebase Messaging

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

Solution Highlights

The codebase was assessed, and recovery fixes were implemented for image rendering and data synchronization, the platform-specific issues were resolved, structured Q introduced structured QA and regression testing, and established documentation for ongoing support.

- ✓ **Rapid Assessment:** Comprehensive analysis of codebase, image processing, and backend synchronization.
- ✓ **Recovery Implementation:** Enhanced rendering and visualization, capped manual entries, improved messaging, and implemented consistent data saving.
- ✓ **Platform-Specific Fixes:** Resolved Android issues including session timeout and blurry image capture.
- ✓ **QA & Governance:** Intro structured QA processes and regression testing with detailed edge case verification.
- ✓ **Post-Rescue Support:** Established documentation and bug tracking for continuous improvement.

Insights and Results

- ✓ 85% reduction in support requests post-launch.
- ✓ 95% improvement in image capture success rates
- ✓ 40% faster result synchronization across platforms.
- ✓ 100% platform parity achieved between iOS and Android

