G-Cloud 12 Framework

Service Description: July 2020

Software research and development services

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Company Overview

*WE WORK IN PARTNERSHIP WITH CLIENTS AND STAKEHOLDERS
TO RESEARCH AND DEVELOP INNOVATIVE SOLUTIONS*

Bitjam Limited is an award winning UK based software research and development company with a strong ethical background. Led by ex clinician, Carl Plant, the team nurtures partnerships with organisations. Developing innovative solutions to launch web, mobile, IoT and AI systems that have positive social impact. The technologies we have helped to design, and build, are helping clinician and patients to communicate better and make decisions using a range of data sources.

Collaborating is in our blood. We have become an experienced partner, in the UK and internationally, with healthcare trusts, public sector organisations and universities. Working with clients on large scale projects means Bitjam have adopted efficient ways of working. Using co-production and agile methodology, we encourage the development of services made by users, for users, in order to accurately fit their needs. We research and develop innovative technology that allows us to "start small, think big".

Our team is based at one of the leading innovation hubs in the North West of England, Keele Smart Innovation Hub at Keele University Science Park. Our strong research ethic guides the research stage of any project right through to post-deployment, delivering organisations from budget and deadline control, to the management of their intellectual property.

Services

EVOLVING YOUR DIGITAL HEALTH IDEA FROM CONCEPT TO REALITY

You've got an idea for a digital health app or service, and now it needs innovation to improve service efficiency. Perhaps you're unsure of how to take the idea beyond concept or want to be in a better position to apply for funding. At Bitjam, we have both the theoretical and technical experience necessary to take your digital health project from idea to fruition. We'll also guide you through commercial exploitation and the management of your intellectual property.

Bitjam understands good practice in digital health. We're unique because we're a research-experienced software solutions company with a history in NHS frontline healthcare. Our director Carl Plant originated as an NHS practitioner, with a background in developing technology and software applications. Bitjam was born from recognising the opportunity to provide a healthcare tech service that has first hand experience with the challenges of developing tech within the NHS. Our experiences are therefore contextualised, and our team can work technically within that context.

Our R&D service offers idea assessment from experienced clinical informaticians; user research and co-production. We focus on early stage design and development plus testing and evaluation. This means that you can develop your idea into a workable prototype, quickly and efficiently, and with scalability in mind, increasing your chance of additional funding and actual launch. Typically, each project will go through a number of R&D stages, called a "Research Cycle".

DISCOVERY STAGE

Our team of digital healthcare and software solutions experts have experience in varied public sectors and understand the day-to-day challenges and opportunities in their field of work. Our role is to understand in detail what is required from a technology solution to enable project success, based on a thorough understanding of the user journey and your own aims and goals.

USER RESEARCH

Public sector services work most effectively when they are designed to suit user needs, therefore considering the entire user journey means creating products that reflect the way users think about or use them. This means accounting for users who need help and encouragement using your digital service, by providing user support, something we pride ourselves on at bitjam.

To help us understand the user journey, we work in partnership with clients and stakeholders to research and develop innovative solutions that meet your needs. We adopt co-production and agile development in our R&D methods to ensure each project runs smoothly and efficiently and that all collaborators are equally involved in the process. Our agile development allows for a quick turnaround from user feedback to implementation, a service which would not be offered by many larger companies.

DESIGN & PROTOTYPE

Working closely with clients using co-production techniques allows us to do thorough research that results in accurate design and software build from concept, through prototyping up to full deployment. This allows for faster and more efficient working through the research cycle.

Based on our findings during the discovery and user research stages, we aim to develop a prototype that serves as a workable demonstrator. This is a key stage as it offers the first opportunity to take the original ideas and trial with real end-users such as patients, staff, NHS employees.

DEVELOP AND TEST

We provide a highly flexible and interactive approach to design solutions which get visible results quickly. We work side-by-side with you through each cycle of development and testing to ensure that the software solution matches, and in most cases, exceeds the initial project requirements.

EVALUATION

We continuously gather data as the R&D phase progresses, to improve your service. We use methods such as real time monitoring & reporting as well as using analytical tools and techniques, to ensure your project is on course to meeting your objectives.

DEPLOYMENT

The product or software is deployed to a number of key stakeholders or persons agreed by you and your partners, and continuously tested, redesigned and retested using feedback from users to ensure the end product matches or exceeds the project requirements, giving your project the best chance of securing further support and investment.

SCALE AND TECHNOLOGY

Working with international clients and partners on large scale projects has given Bitjam experience in researching and using innovative technology, allowing us to "start small, think big" when it comes to developing projects with scalability in mind. Innovative digital health solutions need to make the right choice of technology to be able to scale. Cloud technologies such as Amazon AWS, Google services, Microsoft Azure provide scalable solutions that meet the needs of your service in a secure and safe manner, and provide the foundation on which to scale effectively. We'll help you to choose the right technology for your project development, that combines integration, hosting, testing, security and maintenance.

WHAT MAKES BITJAM DIFFERENT

We understand that taking your digital health idea to reality is not easy because we've been there. But we're an agile digital health company who prefer to develop projects with scalability and a close working relationship in mind. Our technique is to work to a realistic budget, starting small and evolving using our experiences with scalability once the product or service is proven valuable.

We pride ourselves on standing side-by-side with you to assist with accurate and realistic decision-making. We're an approachable team (the kettle is always on!) and we're happy to help you circumnavigate any issues effectively using our insight and experiences with the NHS.

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