

Medici

Telehealth Company Taps Global Talent to Improve Products

PRODUCT



A cloud-based telehealth app



CHALLENGE

Finding high-performing engineers that would own team roadmaps and fit the team culture



SOLUTION

Global engineers that make great teammates



RESULT

"Awesome" teammates that built new products and improved existing ones

Medici offers a HIPAA-compliant telehealth app that makes it easier for healthcare providers to access their patients and provide better care. The app supports secure messaging through text, voice, and video tools providers use to connect directly with patients to organize consults and manage multiple cases from a mobile device or desktop.

"We had some critical issues on the roadmap and some very challenging deliverables," Raleigh said. "We look for developers that are passionate about their craft and about our team. They also need to be willing to take the initiative even if means making mistakes"

THE CHALLENGE

Finding High-Performing Engineers that Own Roadmaps and Fit the Team Culture

Based in Austin, Medici had a challenge many local tech firms faced—competition for engineers was driving up the cost and time required to hire top talent. At the same time, the company is very selective when growing its teams, making hiring even more difficult.

"Getting the right people on the team is extremely important to us, and we have a clearly defined cultural fit that we're looking for," said engineering director Raleigh Schickel. "I had a poor impression of using outside contractors, but our CTO had prior experience with Andela, so we talked."

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Raleigh Schickel
ENGINEERING DIRECTOR, MEDICI

THE SOLUTION

Great Matching, Great Developers, Great Teammates

Medici started with three Andela engineers, one mid-level, one senior, and one DevOps. "I have been extremely impressed with every phase of our engagement with Andela," Raleigh said. "The team took the time to get to know us, figured out who I was, and the type of people and culture we need and did an amazing job of

matching us with brilliant engineers—all at a lower cost than the Austin market, and with turnaround as fast as two weeks.”

There is also the issue of management support. “Andela provides a management and support infrastructure that takes a lot off of my plate,” Raleigh said. “This is especially helpful for cases when there is some problem. Andela takes ownership of the issue and resolves it.”

Medici scaled up to its current nine Andela engineers, each of which is fully integrated into cross-functional teams working on server-side code, mobile applications, web applications, and testing.

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THE RESULTS

Better Products, Faster

The Andela engineers made major contributions to Medici’s roadmap and culture. Roadmap contributions include:

- One Andela engineer is working on server-side code on Medici’s highest performing feature delivery team. “They have changed how we deliver video telehealth visits and are building new products like enabling text messaging with doctors without requiring users to download an app, which was a point of friction.”
- An Andela DevOps engineer led the team that overhauled the entire Medici platform, building a Kubernetes-based ephemeral infrastructure from

scratch. “This gives us the ability to build, test, and review code as it is written instead of using three isolated processes. This has enabled continuous delivery, and instead of updating the platform every two weeks, we can update it several times a day. This has been transformative.”

- “We had a product that we acquired from another company that we hadn’t implemented. When Covid hit, everyone wanted it, and we had to roll it out quickly, but it had major issues. Andela engineers made up most of the team that we put on the project. They fixed the product, made it mobile-friendly, and added several new features that make it more valuable to our customers.”

Andela has provided hundreds of U.S. companies with thousands of top mid and senior engineers and has developed a robust support infrastructure to source, assess, and scale talent with partner businesses. All Andela engineers are fully trained in remote development and teamwork best practices and arrive at customer teams ready to deliver.



“With other contracting models I’ve worked with, there just wasn’t the ownership or commitment to excellence,” Raleigh said. “Andela engineers are full-time teammates,” Raleigh said. “We treat them like employees, and they own our product and culture like employees. They’re awesome.”