



Bringing a Vision to Life for Clear Arch Health

EXECUTIVE SUMMARY

Clear Arch Health is a division of MobileHelp®, a leading provider in remote patient monitoring (RPM) and mobile Personal Emergency Response System (mPERS) technology. Clear Arch Health had a vision to create their MobileVitals® Touch System that could combine both PERS and RPM technology into a powerful, easy-to-use solution for healthcare providers, payers, and home care agencies. To bring this vision to life, they needed a technology partner that could accommodate their specific firmware (ROM changes) and hardware (custom tablet to fit their base station) needs. JACS Solutions was able to do just that with a custom TT800Q 4G LTE Tablet. Leveraging collaboration and a dedicated R&D team, JACS exceeded expectations to help Clear Arch Health create an affordable solution that met their budget and their timeline.

ABOUT CLEAR ARCH HEALTH

Clear Arch Health provides healthcare organizations with a full range of telehealth product and service solutions designed to achieve better patient outcomes through enhanced oversight and reduced readmission.

Clear Arch Health's Touch products offer a unique combined platform with RPM and PERS integrated in the same tablet-based base station while providing a simplified end-user experience, an industry first. In addition, it provides an easy to adopt, turn-



HEADQUARTERS:
Boca Raton, FL

TYPE:
Private Healthcare

WEBSITE:
www.cleararchhealth.com



JACS was not just a vendor, but a partner in our success. They helped to overcome challenges unique to our demographic and customer needs. When things got rocky, they went above and beyond to make sure we succeeded.



key remote solution for healthcare providers, payers, and home care agencies.

The MobileVitals® Touch System works with health tracking peripherals such as connected blood pressure monitors, weight scales, pulse oximeters, and more to enable users to track their vitals in the comfort of their own home. The tablet platform allows expanded program options such as video visits and targeted educational content that enhances the delivery of care and creates a better overall experience for providers and their patients.

THE NEED FOR A SOLUTION

Clear Arch Health set out looking for a technology partner that could accommodate their need for custom ROM changes to their application in order to produce a sole-purposed device. “There are other tablet solutions, but for us the custom ROM and seamless customer experience were king,” recalled Chris Otto, Clear Arch Health Senior Vice President. Clear Arch Health needed a device solution to fit perfectly with their existing base station. It was important that Clear Arch Health did not have to augment their existing product integration process and create new accessories, although they did not realize a smooth integration would require hardware modifications to the TT800Q tablet. Lastly, Clear Arch Health needed a device that was cost-effective and allowed them to be competitive in the marketplace with their total solution.

THE DECISION-MAKING PROCESS

Clear Arch Health explored many options before approaching JACS Solutions. JACS was willing to make a number of modifications to accommodate their goals. No matter what new challenges appeared, JACS’ R&D worked diligently to provide a solution and made every attempt to resolve problems in a timely manner to meet Clear Arch Health’s schedule. As a true partner, JACS Solutions emphasized collaboration with constant communication, from weekly calls to status email updates to ensure Clear Arch Health that their solution was being completed to meet their timelines.

ABOUT JACS SOLUTIONS

JACS Solutions specializes in bringing industrial IoT visions to fruition without compromise. Through industry-leading hardware and firmware customization, JACS works closely with customers to create, design, manufacture, and provide value-added services for enterprise-grade wireless devices android displays, and accessories. As such, JACS provides more flexibility, greater security, and affordability for organizations.

THE JACS SOLUTIONS DIFFERENCE

JACS worked tirelessly to create a solution that not only accommodated their need for custom firmware but also custom hardware to work smoothly with their base station. “JACS was able to help and to deliver the seamless customer experience we were seeking,” explained Chris Otto. JACS Solutions specializes in helping customers build custom solutions, whether firmware customization, hardware customization, or a combination of both. In order to build a custom solution that’s going to meet the needs of our customers, JACS takes the time to grasp its customers’ wants and challenges to fully understand what it means for them to be successful. As a result, JACS was able to debug the Clear Arch Health base station to help with noise, custom charging requirements, and microphone feedback. “We found that their base station had a floating ground which we were able to accommodate so they would not have to redesign it,” stated Rattana Chhay, JACS Solutions’ Vice President of Operations. “Other vendors offer configuration management approaches that would have yielded a marginally different customer experience. However, with JACS we maintained our vision for customer experience and made no sacrifices to that vision. The result is high satisfaction, long retention, and winning more and more business,” explained Otto.

THE RESULT

Thanks to its partnership with JACS Solutions, Clear Arch Health has a well received product among both the healthcare industry and patients. The flexible nature of the platform has been proven to be a valuable asset during the COVID-19 pandemic, allowing home healthcare organizations to quickly add emergency response to their existing patient RPM programs as an added layer of security. Clear Arch Health has also been able to update the educational video content within their product to keep patients informed with helpful tips on avoiding the virus and how to manage their condition if they do test positive. Now, more than ever, the importance of virtual care is being realized. Clear Arch Health’s relationship with JACS Solutions has positioned them to assist healthcare organizations in developing their care plans to meet the current situation and to evolve into the future.

