

# TELECLINIC AND THE OPEN TELEKOM CLOUD: DOCTOR VISITS 24 HOURS A DAY



Always available: Consult with doctors anytime via app, website or telephone

Visiting the doctor can be a hassle: There's often a long wait to see someone, possibly only to be referred to a specialist – and then the process starts all over again. The Munich-based start-up TeleClinic wants to change the entire system. With a digital doctor's office open around the clock. Patients can simply contact a nurse or doctor via app, website or telephone.

To realize their idea, the entrepreneurs sought a cloud platform fulfilling their extremely high data security and data privacy requirements. And they found one provider with an excellent reputation that could help them sustainably establish themselves on the market: Deutsche Telekom.

## AT A GLANCE

- TeleClinic provides a digital doctor's office open 24 hours a day.
- To do this, the start-up has to save sensitive patient data in the cloud.
- So the Munich-based entrepreneurs searched for a provider meeting their extremely demanding data security and data privacy requirements.
- Deutsche Telekom doesn't just support the start-up with its extra secure cloud services – the company is also a full partner leveraging its excellent reputation to help win the trust of customers and health insurers.

# THE REFERENCE IN DETAIL

## THE CLIENT: TELECLINIC

TeleClinic – the online doctor’s office in the cloud – provides 24-hour medical consultations with doctors and nurses. It’s a concept with potential: Currently, there are some 400,000 prospective patients in Germany with health insurance offering to cover the costs of a virtual medical consultation. Around 6,000 patients already regularly use the service via the TeleClinic app, its website or telephone. Soon, doctors will even be able to write prescriptions online. TeleClinic will then transfer a prescription from the cloud straight to a patient’s smartphone. Founded only in 2015, the Munich-based start-up already has more than 20 employees and cooperates with around 200 doctors and six German insurers – and all three of those figures are growing fast.

## THE CHALLENGE

Initially, however, the entrepreneurs had to surmount several hurdles. These included ensuring data privacy: The start-up relies on cloud IT resources to process patient data and health records for its online medical service. “That eliminated the majority of American providers immediately, because German insurers never would have accepted that,” says Patrick Palacin, founder and Chief Technology Officer (CTO) at TeleClinic. “So only very few providers came into consideration for us. Telekom, for example, was the only one that we noticed didn’t just see data privacy as an annoying legal requirement, but rather really lived it.”

Another challenge for the start-up: Budgeting for online medical consultations is just the beginning. In the future, the platform will offer further services that have to be developed, tested and rolled out. “To do that you really need resources that we just didn’t have,” says Palacin. So TeleClinic applied for Deutsche Telekom’s start-up program TechBoost. Qualifying start-ups receive € 100,000 worth of IT capacity from the Open Telekom Cloud, while also profiting in other ways from a close partnership with Deutsche Telekom.

## THE SOLUTION

TeleClinic uses the Open Telekom Cloud for the backend operations of its website and app, as well as its telephone gateway for routing incoming calls and a two-terabyte encrypted database. All the data processed and saved in the cloud are subject to strict German data privacy laws. The data centers used for the Open Telekom Cloud are all located in the German state of Saxony-Anhalt. Several certifications confirm their exceptionally high data security and data privacy standard. For example the Trusted Cloud Data Protection Profile (TCDP) 1.0: This certifies that the Open Telekom Cloud is one of the few cloud offerings currently on the market already fulfilling the technical requirements the EU’s General Data Protection Regulation (GDPR), which will soon become mandatory for companies.

## THE CUSTOMER BENEFIT

The Open Telekom Cloud has given TeleClinic a proper basis to win the trust of customers and partners alike as a new service provider. Thanks to € 100,000 worth of IT resources from Telekom, the start-up has the necessary space to develop new services. “We can use it to roll out and live test new services really easily,” says Palacin. With Deutsche Telekom as a partner at their side, the entrepreneurs have also found it easier to engage German health insurance companies. TeleClinic now benefits from having both the best possible technological basis and Telekom’s great standing while it establishes itself on the market. “Deutsche Telekom simply has the best reputation in the industry. With that kind of partner at our side we have a great foundation for continued and sustainable growth,” says Palacin.



## CONTACT:

T-Systems International GmbH  
Hahnstraße 43d  
60528 Frankfurt am Main  
Telefon: +49 800 8797 8367  
Email: referenzen@t-systems.com  
Internet: www.t-systems.com

## PUBLISHER:

T-Systems International GmbH  
Marketing  
Hahnstraße 43d  
60528 Frankfurt am Main  
Germany