

Your engineering ally

HealthTech Case Study

Rebuilding a B2B tech platform

Supportful

SNAPSHOT

A US-based B2B health tech company needed to move faster

WHO

Client

A health tech company with an 8-person engineering setup.

WHAT

Platform

Application with web, backend, database, and cloud infrastructure.

WHY

Challenge

Technical debt, slow releases, performance issues, weak processes, and high running costs.

RESULT

Outcome

Rebuilt platform, lower complexity, faster delivery, and savings of $160K.

The Challenge

Feature delivery was too slow

The platform was over-engineered

Costs were too high



The Situation Before Supportful

3 months

Average time to implement a new feature.

30 seconds

Small frontend updates could take this long to complete.

60+ services

Microservices everywhere, all connected to one MySQL database.

Manual deployment

Production deployment depended on manual execution.

Weak database

Missing indexes, weak normalization, duplicate/null-heavy data.

High cost

Infrastructure, headcount, and performance overhead were all excessive.

Supportful's Approach



Listen

Mapped client pain points and delivery constraints.

Due diligence

Reviewed web app, backend, database, and infrastructure.

Root causes

Separated symptoms from architecture failures.

Decision

Compared fixing vs. rewriting under time and budget constraints.

Rebuild

Chose a rewrite to deliver faster releases with lower technical debt.

The Solution



Architecture

Consolidated 60+ microservices into 3 focused services.



Stack

Backend: Java
Frontend: Angular
Cloud: AWS



Quality

Relevant unit tests, Cypress frontend tests, and regular OWASP-based penetration tests.



Infrastructure

Aurora PostgreSQL, backups, monitoring, IaC, CI/CD, Route 53 health checks, and CloudWatch alerts.

Delivery Model

Previous setup

11

8 software engineers
+ 2 QA engineers
+ 1 project manager

Supportful's setup

5

4 software engineers
+ 1 project manager

Ownership Split

- **Client: product and business**
- **Supportful: tech and execution**

An Agile Operating Model

2-week sprints

Clear delivery cycles.

Daily standups

Direct integration with the client team.

Planning & retros

Bi-weekly sprint planning and retrospectives.

Backlog grooming

Twice-weekly backlog refinement.

Velocity monitoring

Consistent pace and visibility.

Slack + Jira

Integrated communication and task tracking.

Results

Delivery Speed

<1 mo

Feature implementation time reduced from **3 months.**

Backlog

11 mo

Three years of backlog delivered in 11 months.

Cost

$160K

Savings of up to $160,000.

Architecture

60+→3

Microservices consolidated into **three** focused services.

Supportful

Timeline

7 months

Delivered **one month before the initial estimate.**

Built by Engineers, for Engineers



Fadi Boulos

Founder & CEO

Known to spot typos
from across the room.



Fares Bouchedid

CTO

Thinks light mode
is a jump scare.

Ready to reduce tech debt and accelerate delivery?

We can introduce you to vetted candidates this week.

→ **Book a free call**