



How Senscio Delivers AI-Guided Care Management with Esper



Senscio Systems is the driving force behind The Ibis Health Program, a care management program for individuals with chronic health conditions like COPD, diabetes, and congestive heart failure. A key component of the system is an application called IbisHub™ that allows patients to record their symptoms and vital signs, delivers alerts and reminders, and promotes healthier living in the comfort of home.

Senscio initially encountered several challenges in delivering Ibis efficiently and effectively. One significant hurdle was ensuring that patients, especially the elderly with limited technology literacy, could navigate and utilize the application as easily as a microwave or other common appliance. Additionally, maintaining security and preventing users from accessing other functions on the tablets also posed a critical concern.

The primary objective for Senscio was to streamline the management of their application on tablets provided to program participants. However, their technology team, instead of focusing on their core features, was tied down with tasks of managing the devices, such as locking the devices, installing new versions, and enhancing security. Senscio was looking to free up its technology team to focus on developing and improving the core features of the Ibis program.

Senscio turned to Esper to address their challenges effectively. By leveraging Esper's capabilities, they could manage the Android operating system on the tablets and ensure that the IbisHub™ application remained secure and accessible. Esper provided features to lock down the devices, preventing users from accessing unrelated functions and maintaining a user-friendly interface similar to other household appliances.

"Before we implemented Esper, our technology team would be spending too much time making sure that our devices were locked down and that our devices were able to upload and install new versions of our applications. With Esper, we don't have to worry about that." - **Kieran Stoddart, Senscio's CTO.**

Implementing Esper brought significant improvements to Senscio's operations. Their technology team no longer had to spend excessive time managing device security and updates. Instead, they could focus their efforts on enhancing the IbisHub™ application, delivering greater value to program participants. The seamless batch update functionality offered by Esper ensured that new versions of the application could be deployed efficiently across multiple devices at any specified time, reducing manual effort and potential errors. "I don't have to hire another software engineer to solely focus on doing the things that Esper does. Because, quite frankly, we were getting to that point", Stoddart added.

Stoddart highly recommends Esper to organizations seeking reliable, scalable device management solutions. He emphasizes the exceptional support and partnership provided by Esper's team, highlighting their commitment to achieving shared goals. The Esper platform's robust features, including batch updates and lockdown capabilities, have significantly contributed to streamlining operations and enhancing productivity within Senscio. To Stoddart, it's all about focusing on core value propositions. For Senscio, they want to focus on building an easy-to-use program that helps patients stay healthy in the comfort of their home, not building device management infrastructure. That value proposition is for Esper to focus on. Esper has played a pivotal role and proved to be a dependable partner because, Stoddart remarked, "From my perspective, your core value proposition is our biggest value add."



Our technology team doesn't want to be spending time making sure that our tablets are locked down. They want to be building the applications that we give to our members to manage their chronic conditions. Using Esper, we've taken something that isn't our core value proposition and frees us up to work on our core value proposition.

- Kieran Stoddart, CTO, Senscio