

Vet Online Consultation System

THE VISION

The client vision was to build a new leading-edge animal owner and veterinary care platform capable of growing globally. The owners can find the nearest vet with an available Appointment.

The client approached Zencon Group with a perception of creating a minimum viable product. The MVP shall provide in one location access to full veterinary care service including timely and easy online veterinary appointments through multi-channel access like “video, chat, audio” functionality.

Zencon Group worked on the client’s idea, focus and vision for the solution successfully emerged to develop a vet doctor online consultation system achieving many high-level goals boosting the client’s perception.

THE CHALLENGE

Vet online consultation system has a wide range of goals and objectives, out which the prime considerations are listed below:

The client wished to create an application that would connect animal owners looking for vets and animal care services through its online platform. The client also desired value-added services, including nutritional and first aid advice, training and a Facebook-type social media platform that will enhance the animal owner relationship and share the joy of owning a pet by animal ownership.

- A modern, user-friendly UX with social media login and 2FA.
- Biometrics for login – animal owners can log in via Finger and Face Recognition.
- In-app messaging and alerts.
- Telemedicine feature to let animal owners be in a quick connection for an instant consultation.
- Centralized and secure database for animal owners’ records.
- Capture diagnosis and recommendation in the animal health records.
- Enriched selection criteria for in-person appointment booking.



TOOLS AND TECHNOLOGIES

Development Platform

React Native, GraphQL, Express JS, Strapi (for API)

Architecture

MVC

Database

MySQL

Tools & Technology

Twilio, AWS Video compression, Stripe (Payment gateway), Intercom (support chat)

THE CLIENT

Client Based in the UK, the client is focused on pet's healthcare and services. He tends to provide a system that is easily accessed by different user roles like central admin, animal owner, veterinary practice ensuring finding and booking local vet 24X7 and finding online veterinary advice 24X7.

BUSINESS BENEFITS

A fully customized system strengthened the communication and consultation between vets and animal owners and synchronized the complete online consultation information from searching the nearest vet, booking appointments and viewing past health records. The smart first aid advice predictions and past health records accelerated the client's vision for the healthy animal's community.

Zencon Group Offering for web & mobile

Zencon Group developed a software solution that is easily accessible from desktops and mobile applications that offers user-friendly features. Following are the important features of Web and Mobile Vet Online Consultation System:

- Animal owners can add their basic information along with their pet's profile information, health records
- Identify favorite Vets along with search vet functionality.
- User online video consultation booking and before booking, the system will ask animal owners some details like "what are symptoms? How long? any medication? any allergies?"
- Online payment for completing a booking.
- Upcoming and past appointment list to be viewed.
- Location-based/location-specific appointment for in-person and online consultation
- Animals' owners will have a visualization of upcoming appointments and can receive automated reminders.
- Veterinary Practice side, they have their own calendar and can set pricing for their appointments.
- Vets can manage appointments, manage availability, manage holidays, manage slots.
- The functionality of the Discussion Forum, Forum list and detail, ability to submit questions. Users can edit, invite vets to a forum, delete a forum.
- Animal owners can make friends via app, search for other owners, follow/unfollow them.
- Animal owners can view posts, like, comment, share, save, report other users' posts, and add, edit, and delete posts.
- Ability to view a number of my followers, its list and can view a number of my followings and its list.
- Super admin will have administrative power like manage animal category, manage animal breed, animal profile, manage appointments, manage FAQs, manage vet practices, manage health concerns, manage wellbeing advice, CMS management.



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Our customer-first approach, technical excellence, and commitment to quality have earned us the trust of enterprises, startups, and public sector clients worldwide.

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