



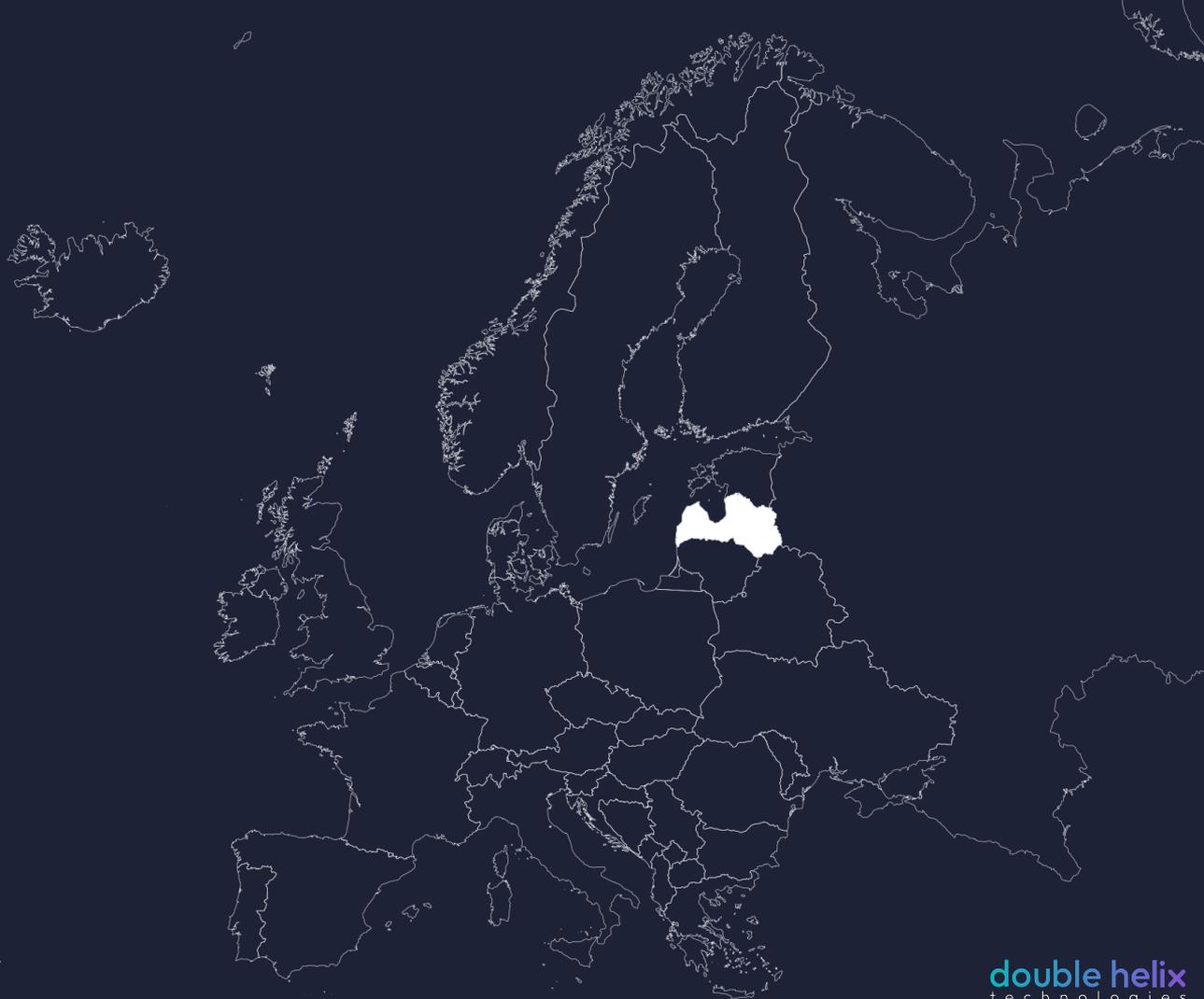
double helix

t e c h n o l o g i e s

INTEGRATIONS & WORKFLOW AUTOMATION

About us

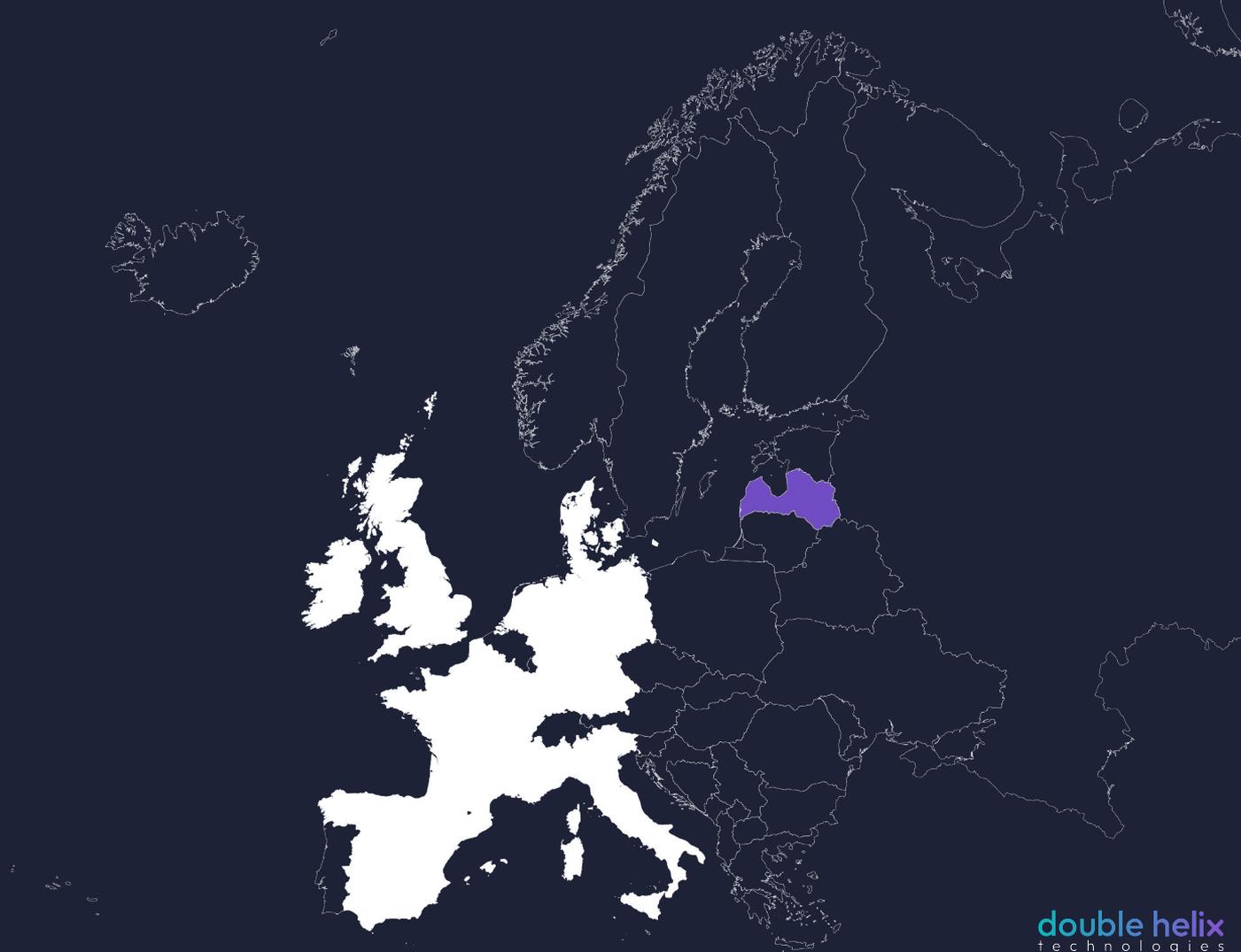
- Located in Latvia, Europe
- Team of 22 Professionals
- Wide range of Expertise
- Focused & Lean Mindset



About us

Our customers are from:

- UK
- Netherlands
- Germany
- Denmark
- France
- Italy
- Spain



We provide



Full service software solutions



IT infrastructure management and automation

You gain



Automated and integrated business workflows



Streamlined business processes



Systems optimized for stability and growth

About us

Case study - Reorganization of IT

Problem



Lack of transparency in how IT maintenance and development are managed causing frustration among users and stakeholders. High volume of recurring incidents indicating deeper issues with service quality and reliability.

Solution



Establish clear and transparent IT processes for 10+ applications. Analyze the current application landscape and implement monitoring and alerting to improve observability. Perform root cause analysis to resolve recurring issues at their source. Analyze, propose and deliver solution for the business need, instead of coding for requirements.

Outcomes



- Reduced amount of repeat incidents by **95%**
- Introduced early detection of incidents (before end users or customers notice) for preventive maintenance
- Issue resolution lead time reduced from **20+** to **3 days**
- Feature lead time reduced from **several months** to **6 days**
- Faster issue resolution due to clear ownership and well documented processes
- Internal IT Net Promoter Score (NPS) improved from **-25** to **+72**
- IT organization's costs reduced by **37%** for 2024 vs 2023

Customer Testimonials

"The IT team consistently demonstrates a solution-oriented approach and a commitment to building sustainable structures that enhance our workflow. Their valuable interactions and willingness to share knowledge significantly impact our projects. Their hard work and dedication are truly commendable, and I look forward to seeing our collective continued success."

- Head of Oligonucleotides

About us

Case study - Process Automation

Problem



Manual data entry across multiple IT applications within NGS project management and customer care teams as well as missing system integrations and lack of single source of truth for relevant information.

Solution



Introduce process automation, integrations and a single convenient view for Customer Care and project managers via developing information management system MINT.

Outcomes



- Data entry points reduced from **7** to **1**
- Order set-up time reduced by **75%**
- Project set-up backlog reduced from **1 week** to **1 day**
- Data delivery time reduced from **1,5 days** to **3 hours**
- WIP report creation time reduced by **75%**
- **50%** of project manager and customer care teams capacity freed up for other revenue bringing activities
- Implementation done in **10 months** from 1st developer hired to MVP go-live

Customer Testimonials

"We do not waste time anymore copy-pasting articles and prices from a webshop generated Order Email into our LIMS. MINT translates the already available information into the correct order setup."

- Team Lead Customer Care & NGS

"Fastest implementation I have ever seen at our company. Very good multilateral communication"

- Head of Customer Care

"The team in a certain way offloads a lot of security consideration from me. I am confident they will identify and proactively work on gaps without me needing to follow up or escalate. They are proper custodians of systems they Own."

- Regional Information Security Officer

About us

Case study - Integration Project

Problem



Dutch authorities (Police, Public Prosecution Service & National Forensics Institute) are undergoing digitalization by combining forces to go paperless. Our customer joined the project with 2 years of delay thus having a significant risk of lost opportunity.

Solution



Form a new team, develop and go live with the MVP integration solution for drug analysis and new back-office Portal. Further development of support for drug and DNA analysis, close collaboration with the business and partners.

Outcomes



- MVP go-live in less than 10 months starting from when the first person was involved in the project
- Strengthened information protection via the new architecture
- Enhanced operational efficiency, now **paperless & no emails**
- **Shorter TATs** due to quicker information exchange

Customer Testimonials

“For these cases no emails were exchanged, because all communication was done directly from the base systems of Police to the new Portal and vice versa. So, now the automated workflow is leaner, faster, requires less manual actions and is more secure.

This is a great milestone for us and I want to thank multiple people who have made this possible. I appreciate your hard work to make this possible, both IT-wise and operationally!”

- Director and the Management team

About us

Case study - Observability Improvement

Problem



Support specialists working across four global regions (USA, Japan, Europe, and India) were overwhelmed by incident, bug, and support tickets, with little visibility into 30+ live systems. Alerts were triggering over 200 times per day across various severity levels, creating noise and masking real issues. Critical incidents often went unresolved, leading to business disruptions that could have been avoided with better monitoring and focus.

Solution



Establish a dedicated Site Reliability Engineering (SRE) team under strong leadership to rebuild the observability and alerting ecosystem. Map application dependencies and business-critical flows, prioritize alerts based on impact, and redefine thresholds to eliminate noise. Place emphasis on sustainable fixes with business value — no shortcuts or temporary patches.

Outcomes



- Alert volume reduced by over **80%**, enabling focus on true critical issues
- **False positives eliminated**; each alert now triggers a proper response
- Unified observability dashboards introduced for **preventive maintenance**
- SLAs and system responsibilities clearly defined across teams
- Root Cause Analysis and proper Root Cause fixes made
- Incident response times improved **4 times**
- Number of incidents decreased by **40%**
- **Business regained trust in IT** through proactive issue resolution
- Support and development teams freed to focus on strategic improvements

Knowledge in Business Domains



Life Sciences & Healthcare

- Genomics
- Forensics
- Agriculture



Finance & Risk

- Banking
- Insurance



Utilities

- Energy
- Water & Wastewater
- Telecommunications



Operations & Technology

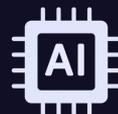
- Logistics
- IP networking

Toolbox

- Simplicity first
- Use the right tools for the task at hand
- Flexible and diverse stack

C#

.NET



Our Values

Our vision

We create a healthier, safer & better organized world by solving IT challenges for companies creating a positive impact on the society at large.

Our mission

We help businesses transform complexity into clarity through tailored IT solutions, guided by technical excellence, empathy, and strategic thinking. We're here to build what matters with people who care.



Premium Services

We deliver **high-quality solutions** through dedicated teams or individual experts, combining **deep technical excellence** with a strong focus on business impact.

Our nearshore operations often reduce total cost of ownership compared to Nordics, Central, and Western Europe, our true differentiator is our commitment to exceptional **craftsmanship**, seamless **delivery**, and consistent **results** - without compromise on quality, culture, or speed.

Skilled Talent Pool

Access a highly skilled, **multilingual IT** workforce, proficient in modern technologies and development frameworks.

Our people are **business-minded**, proactive **problem-solvers** who bring energy, ownership, and focus to every engagement.

We specialize in building agile teams of high-performing professionals who **communicate effectively** and **integrate seamlessly** with client stakeholders.

Reliable Partnership

Trusted by partners across Germany, the Netherlands, Denmark and the UK, with a proven track record in delivering mission-critical solutions.

Low attrition rates mean **stable teams**, retained knowledge, and strong relationships - ensuring **continuity**, **loyalty**, and **alignment** with the life sciences sector.

Our work process

- Work closely with the domain experts and the end-users
- Deeply understand the “why” to provide the most value
- Communicate often and effectively
- Collect information & prepare the roadmap
- Iteratively build the right solution in close collaboration with end-users

Our offer

- General internal IT audit & overview of the systems
- Suggestions based on the findings
- Roadmap based on suggestions and feedback
- Implementation of the roadmap
- Maintenance, training and support

Meet our team



Contact Us



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