



# double helix

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

YOUR TRUSTED IT PARTNER

# About us

- Located in Latvia, Europe
- Team of 20 professionals
- Wide range of expertise
- Focused & Lean mindset
- Personal approach
- Known track record working within the life sciences business domain



# Our customer base

Our customers are from:

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



# 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.



# Case study: Process Automation and LIMS integration

## Problem



- Manual data entry across multiple IT applications within the NGS domain
- Missing end-to-end integrations (e-commerce, LIMS, ERP, and reporting)
- Lack of a single source of truth for project overview and sample management

## Solution



Introduce process automation, integrations with LIMS, and a single convenient overview for Customer Care and project managers.

## Outcomes



- Data entry points reduced from **7** to **1**
- Order setup time reduced by **75%**
- Project setup backlog reduced from **1 week** to **1 day**
- WIP report creation time reduced by **75%**
- The Sample management solution made **50%** of the project management and customer care teams capacity available for other revenue-bringing activities

## Customer Testimonials

“Working with this team was a game-changer. They don't just code - they dive deep into your business, challenge assumptions, and co-create solutions that are both innovative and intuitive. I was impressed about their ability to translate very complex business processes into elegant, user-friendly solutions.”

- Annika Schott, Project Management Team Lead NGS for Eurofins Genomics Europe

# Case study: NGS data delivery automation

## Problem



- Completely manual data delivery process, with copying and moving FASTQ files via command line terminals
- Fragile and unreliable process, prone to human error
- Frequent technical problems (running out of disk space, missing notifications, stalling copies etc.) due to a lack of archiving and monitoring solutions

## Solution



Introduce automated, auditable, and monitored data delivery with the possibility to apply the 4-eyes principle before the data delivery to the end customer, including automated data archival via cloud data storage solutions

## Outcomes



- Data delivery is now performed in a **fully automated way** via the built solution
- Data archival is performed automatically based on customer requirements, utilizing different **cloud data storage** tiers (cold, warm, hot) for better cloud storage cost optimization
- Data delivery time reduced from **1,5 days** to **3 hours**

## Customer Testimonials

"Working with this team has been an exceptional experience. They delivered our project management application for multiple laboratories with remarkable speed and precision, all while maintaining the highest standards of quality. What truly impressed us was their communication: always clear, responsive, and collaborative. They didn't just build software, they took the time to understand our entire business ecosystem, not just the immediate requirements. Their approach went beyond solving surface-level problems, they actively sought out root causes and designed solutions that support both current operations and future growth. Their dedication, insight, and professionalism make them a standout partner for any organization looking to build impactful, scalable digital solutions."

- Andreas Feldl, Global business product owner for Eurofins Genomics

# Case study: Integration Project 1

## Problem



B2B customers requiring an automated interface between their applications and service provider applications suffer from long onboarding times and limited visibility into sample management due to one-off solutions, leading to lost opportunity costs.

## Solution



- Develop a standardised API to communicate between a service provider's LIMS and customer's applications, ensuring visibility into the sample management process.
- Develop standard onboarding process and documentation to enable frictionless onboarding.

## Outcomes



- Customer onboarding time reduced from **several months** to **under two weeks**
- **Full system monitoring** allows to resolve issues proactively - before end customers notice
- **Significantly reduced project management capacity** due to customers' visibility into sample lifecycle

## Customer Testimonials

"Collaborating with Double Helix Technologies has greatly enhanced the efficiency and reliability of our IT integration projects. Their strong technical expertise and proactive, customer-focused approach enabled us to address potential issues early and implement solutions perfectly aligned with our user needs. The team's ability to listen carefully and anticipate challenges ensured a smooth and efficient integration that supports our business objectives. Double Helix Technologies is a dependable partner for any organization seeking innovative and client-centered IT integration services."

- Reynald Vidili, Sales Director Eurofins Genomics France SAS

# Case study: Integration Project 2

## Problem



EU country authorities (Police, Public Prosecution Service & National Forensics Institute) are undergoing digitalization by combining forces to go paperless. Our customer joined the project with 2-year delay, which posed 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 in close collaboration with the business and partners.

## Outcomes



- Despite the 2-year handicap, customer was the **first to launch** the integration solution and seize the business opportunity
- **Strengthened information protection** via the new architecture
- Enhanced operational efficiency - **paperless & no emails**
- **Shorter TATs** due to faster 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

# Case study: Reorganization of IT

## Problem



Lack of transparency in how IT maintenance and development are managed, causing frustration among users and stakeholders. A 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 business needs, instead of coding to requirements.

## Outcomes



- Reduced number 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**
- Issue resolution speed increase driven by clear ownership and well-documented processes
- Internal IT Net Promoter Score (NPS) improved from **-25** to **+72**
- IT organization's annual costs reduced by **37%**

## 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."

- Nadine Tappe, Head of Oligonucleotides Eurofins Genomics Europe

# 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 triggered 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 truly 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%**
- **The Business regained trust in IT** through proactive issue resolution
- Support and development teams freed up to focus on strategic improvements

# Case study: Rapid Development

## Problem



Company management wants to validate and field-test the digital work scheduling process with minimal to no disruption to existing processes.

## Solution



- Conduct a series of workshops for functionality discovery
- Develop a prototype application for field testing
- Propose a structured approach for further development after process validation

## Outcomes



- First MVP iteration ready for pilot in under a week from idea to functional product, allowing validation of market fit
- The Pilot went live in two months' time, and is being field tested with no disruption to the existing processes

# Services we provide



Integrations - system to system and device to system



Full-cycle software development



Incorporating IT system auditability and observability into business processes



Business process streamlining and focused efficiency improvements



Automation of manual tasks (e.g., data input from system to system or from paper to system)



Solution plan development (including architecture, infrastructure, and alternative options)



New equipment or software integration into the existing landscape



Existing software improvement and scale-up (including monitoring, bottleneck elimination)



Other services you might need from a trusted IT partner

# Benefits you can gain



Clear problem statement and multiple potential solutions



Clear plan of action to address the issues or put the new ideas into practice



Integrated lab, single source of truth for the data, and trust in the systems



Automated and integrated business workflows that work for you



Systems optimized for stability and growth



Visibility of software and business issues via monitoring solutions



Streamlined, lean business processes



IT support whenever you need it

# How we work

- Closely with the domain experts and the end users
- Communicating often and effectively
- Collecting information and describing the knowledge
- Deeply understanding the “why” to provide the most value
- Offering the solution, its alternatives and helping you make an informed decision about the course of action
- Building the right solution in close collaboration with end users and stakeholders while validating each step of the process to ensure maximum customer satisfaction

## 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 the 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, France, Italy, Spain, and the UK, with a proven track record of delivering mission-critical solutions.


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

# Contact Us

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