



MILLENNIUM M E D I C A L

Empowering Healthcare Education with Innovative Solutions



Challenge

Millennium Medical has been a trusted partner to pharmaceutical, biotech, and medical device companies for nearly 30 years, dedicated to educating and empowering healthcare providers, patients, and caregivers. Their proprietary software serves as the backbone of their operations, facilitating the delivery of critical educational programs and resources. However, they encountered significant challenges in maintaining reliable and accurate application updates. Their previous support vendor sought to transition this work to LFT, recognizing the need for a partner with expertise in software development. Additionally, a lack of clarity in their internal workflows hindered their ability to effectively engage and support their target audience, jeopardizing the quality of service they strive to deliver.

Solution

LFT has partnered with Millennium Medical as an ongoing software support team, leveraging our expertise to enhance their internal applications and implement client-requested updates. This partnership is built on a foundation of collaboration and trust, as we work together to ensure that Millennium's innovative solutions continue to meet the needs of their clients.

- Key deliverables over the past four years have included:
- Migration to a secure hosting environment.
- Implementation of necessary security updates requested by Millennium Medical's clients.
- A full upgrade of their current framework version.
- New Single Sign-On (SSO) integration between Johnson & Johnson and Millennium Medical's education portal.
- Ongoing technology support for Millenium team and their clients.

Technology



Operating Leverage

The collaboration resulted in significant security improvements and enhanced domain knowledge for Millennium Medical. Clients now have increased confidence in Millennium Medical's ability to meet compliance requirements set by the FDA, OIG, and PhRMA guidelines. Furthermore, they gained the capability to provide tracking and reporting for all core program offerings, solidifying their position as a trusted partner for their clients.

