



How we helped a wellness provider achieve revenue growth, rapid market expansion and superior customer satisfaction

The Client

The client is a leading wellness provider conducting health screening and immunization programs for corporate clients in the US.

Business Challenge

There are several pain points that this client faces, including:

- Difficulty in handling multiple applications used to provide wellness services, along with accessibility, usability, reliability, & scalability issues
- Challenge in integrated solutions for network physicians, employees & patients
- Tedious and time-consuming data collection process
- Users experiencing a difficulty in locating nearby clinics for walk-in providers
- Managing volume spike and accuracy challenges
- Compliance issues
- Tedious reporting; lack of a single, unified view of the business at a time when the client was embarking on a major expansion



Beyond possible

Our continuous improvement enabled the client to make a difference in the depth and breadth of services offered, extend the reach of these services to every region within the US, and deploy a superior IT application and infrastructure to power the business. As a result, overall productivity improved by 25% with quality improvement up to 99%.



Technosoft's Solution

We partnered with the client to develop an end-to-end resource planning application and upgraded it for continuous improvements. First, a detailed business and systems review was undertaken to understand the business requirements and goals and identify gaps in the current IT infrastructure. This involved understanding the business objectives, future plans, user challenges, requirements and arriving at the technology roadmap.

The solution included health risk assessment, credentialing load, and flu/vaccination data extraction services with:

- Ground-up development of a wellness ERP platform spanning feature definition, architecture, technology selection, design, development, maintenance, and feature
- Enhancements
- Development of an end-to-end integrated solution covering physicians, employees & patients
- Web and mobility-enabled application
- Adherence to security guidelines
- Flexible staffing models (during flu season/peak volumes)
- Integration with external applications such as Google Maps & geo-coding

Business Benefits

- Superior differentiation in services offered across different market segments
- Since 2008, our solution was used in scheduling for 58,000 clinics, screening over 3.5 million participants, setting up 450,000 appointments, and actively used by 245,000 users

Tools and Technologies

- ASP.Net, C#, SQL Server 2008, Windows Communication Foundation (WCF)
- Language-Integrated Query (LINQ), Google Maps, Google Distance, Security Assertion Markup Language (SAML), HL7, iOS (Apple iPad and iPhone), Android

About Technosoft

Technosoft Corp. (Technosoft) is an award-winning provider of Information Technology services to companies across the globe. The company delivers innovative solutions covering digital transformation, data science and business intelligence, cloud management, Salesforce and SAP management, cyber security, and IT infrastructure management. Headquartered in Southfield, Michigan, Technosoft has 4,400+ global employees. Technosoft is trusted by more than 35+ Fortune 500 customers in the North America, Australia, New Zealand, and Asia-Pacific regions. Learn more at www.technosoftcorp.com

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