

Case Study 2 - HealthCare

Client Profile:

- **Industry/Company:** US-based healthcare product company focusing on improving documentation for Health Systems, Physician Practices and Behavioral Health
- **Technology Needs:** .NET, web services, HL7 interface experience and VNA architecture
- **Compliance Needs:** HIPPA & HITRUST, RIS/PACS Integration
- **Vision:** Rapidly scale technical capabilities with a dedicated offshore team

Problem Statement:

- **Enhancement of their existing Transcription, Quality Assurance and Grading Software**
- Staff augmentation needed to address compliance & technical gaps (HIPAA, HITRUST, .NET, HL7) with a dedicated team of 18+ for rapid software improvements.

Proposed Solution:

- **Recruitment:** Assembled a team of 18 skilled professionals with expertise in .NET, web services, HL7 interface experience, and VNA architecture.
- **Training:** Provided initial and ongoing training on compliance standards and specific healthcare technology needs.

1

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- **Integration Specialists:** Included specialists with experience in RIS/PACS integration to ensure seamless interoperability.
- **Agile Methodology:** Adopted agile development practices to ensure rapid and iterative enhancements.
- **Project Management Tools:** Used advanced project management tools for tracking progress and performance.
- **Process Optimization:** Continuously optimized development and QA processes to improve efficiency and productivity.
- **Regular Communication:** Maintained regular communication with the client to ensure alignment with their objectives.

Benefits

- Team Size: **18 dedicated resources within 10 months**
- Employee Retention Rate: **92%**
- Cost Savings: **35% reduction** in operational costs
- Client Satisfaction: **96% satisfaction rate**
- Compliance Rate: **100% HIPAA & HITRUST compliance**

2