Co-engineering applications to improve healthcare outcomes

To better develop and track quality touchpoints along the patient journey, a global management consulting group was looking to improve their healthcare rounding application.

ADDRESSING THE MANDATE

Patient rounding is an essential healthcare process that helps deliver better treatment, encourages streamlined communication, and develops skilled staff and leaders. When the healthcare arm of a global consulting firm needed to improve their patient rounding accelerator, Collabera stepped in to deliver,

- Develop, test and support their patient rounding application

- Improve application performance and implement new features

- Support a timely and stable customer experience, while resolving extant application problems

THE RESULTS

Faster Development and Greater App Flexibility

- Smoother production releases on each sprint to quickly resolve major end user issues

- Increased flexibility and support via greater platform compatibility and UX optimization

Improved Design Quality

- Implemented coding standards to support code reuse and long-term development goals

- Improved code clarity and modularity

THE CHALLENGES INVOLVED

01 OS Compatibility

The client's application was unsupported by the native iOS platform, due to a critical blocker issue and a lack of technical resources on the client's team

02 Application Performance

Slow application performance when faced with high data volumes and inconsistent manual testing protocols

03 Database Design

Data discrepancies and duplication due to poor database design and limited automation

THE APPROACH & THE SOLUTION

Within a highly contracted timeframe, Collabera specialists were able to effectively analyse the application performance, transform the UX and resolve a host of compatibility issues. Our approach included,

- Deploying a digital engineering talent pod to completely redesign and develop the application to improve end user experience

- API analysis via POSTMAN service to resolve iOS compatibility roadblocks

- Timely testing and support for the entire application lifecycle

- Leveraging Collabera's digital practices CoE to bring in a design-thinking-led approach, provide oversight and accelerate delivery cycles

- A technical assessment of the application architecture to improve performance and eliminate superfluous code

- On-going value additions as part of the continuous improvement process

Founded in 1991, Collabera is a leading global professional services company that helps enterprises transform their technology, processes and operational models. We empower our customers by overcoming bottlenecks and silos, and building connected business systems that scale in real time.

For more information, visit: itservices.collabera.com

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