



# Case Study

Client: Healthcare Systems Provider  
Software Solutions in Healthcare Industry

A global leader in software development services for over ten years, SoftServe provides application development, QA and maintenance services.

SoftServe's strategic advantages are comprised of four key building blocks:

## People

Top talent committed to client's project. Selected from the top graduates at leading technical universities, metrics show teams operate at the highest levels of quality and productivity.

## Experience

SoftServe combines the domain knowledge accrued over the completion of over 500 projects, with a methodology to capture, enhance, and communicate relevant product knowledge within the team.

## Process

Drawing from our experience, our processes have been fine-tuned to facilitate communications and team work to drive projects to success, together with our clients.

## Environment

The environment is designed to provide the infrastructure necessary for long-term productive, successful R&D outsourcing.

## Client Background

The Client is a leading provider of healthcare information systems for the entire continuum of patient care. In addition to 85,000 physicians, 1,250 hospitals and 850 home care providers, the company's large, well-established customer base includes hundreds of laboratories, clinics, managed services organizations and other related organizations.

Client's Homecare Systems Business Unit designs, installs and supports software that 600 home health, hospice and private duty organizations in the United States use to automate their billing, scheduling and clinical functions. Every day, caregivers, agency directors, finance directors, management information officers, and the staff members of home health, hospice and private duty organizations turn to the Client for their ever increasing business needs.

## Client's Business Challenge

The Client desired to build a scalable software package while meeting the operational and regulatory requirements of U.S. home health care providers. Company's client base ranges from small offices to large hospitals.

The Client wanted to establish itself as a leader in the healthcare software industry while offering a product with a sensible ROI and yet enabled with the cutting edge IT technologies available in the market.

The engineering team was given the challenge to meet all these requirements in a short time for the market advantage and within a reasonable budget.

The Client was acquiring small businesses and these different product lines needed to be merged under different business units while following the same look and feel of existing Client's solutions. As the product lines were serving the needs of large organizations, the need for automation of the quality assurance and performance testing became more important than ever.

## Project Description

Following an entire product development cycle, SoftServe developed Client's Homecare System. This robust, feature-rich product, which addresses the business and clinical needs of home care, hospice and private duty providers in one comprehensive, integrated software solution. The application supports the needs of small agencies and large enterprises, multiple providers and companies.

The software offers user-defined billing cycles, including billing by group and multiple billing cycles within the same month.

Client's Homecare System is a Windows-based, scalable, three-tier application which is Internet enabled, utilizes encrypted data transmission and advanced system security. Other popular product features include a customizable desktop, drill-down reporting, audit trails, off-line work, sophisticated assessments and variances recording, and a wide range of reporting and export capabilities, EDI billing.

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**The Client becomes the industry leader with a feature-rich product that addresses the business and clinical needs of healthcare industry!**

## Value Delivered

The Client turned to SoftServe. SoftServe's technical team was able to add many of the features into the product efficiently. The product was developed in MS Windows-based environment using a scalable three-tier architecture.

This web-enabled software offers encrypted data transmission and advanced system security. Other features include a customizable desktop, drill-down reporting, audit trails, off-line mode, sophisticated assessments and variances recording, and supports a wide range of reporting and exporting capabilities as well as EDI billing and HIPPA regulations.

The cost savings The Client realized by utilizing SoftServe enabled the software package to be priced with an ROI that would make sense to the wide range of healthcare organizations served by the Client.

## Technology

Technologies deployed included Borland Delphi, C#, Web Services, ADO, MS SQL Server, Developer Express.

Product is based on a client-server architecture:

- Client software works online, connected to the Server or In offline mode, storing all the required data locally.
- Server side is implemented as an Application Server. MS SQL Server is used for database.

Client - Server communication is enabled via a proprietary protocol.

Special data synchronization mechanism has been developed. It allows maintaining data integrity and performing consistency checks.



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