

## Case Study

# Highly Productive, Cloud-based Veterinary Practice Management Solution

For a North American healthcare management solution provider to assist veterinary doctors and clinics

## PROJECT OVERVIEW

Development of a web-based solution to streamline veterinary practice management for handling the business and clinical processes. We developed the required solution and integrated with the existing healthcare portal to simplify communication between pet owners & doctors.



Capability

Digital Services



Industry

Healthcare



Country

US

## KEY FEATURES

The solution covers essential elements of any veterinary clinic operations to improve the diagnostic potential, enhance clinical processes and achieve business objectives.

### ▶ Veterinary knowledge base

A single place information repository with a listing of procedures, guides, information about the treatment of certain diseases and best practices according to the veterinary practice standards, along with other useful resources

### ▶ Smooth communication

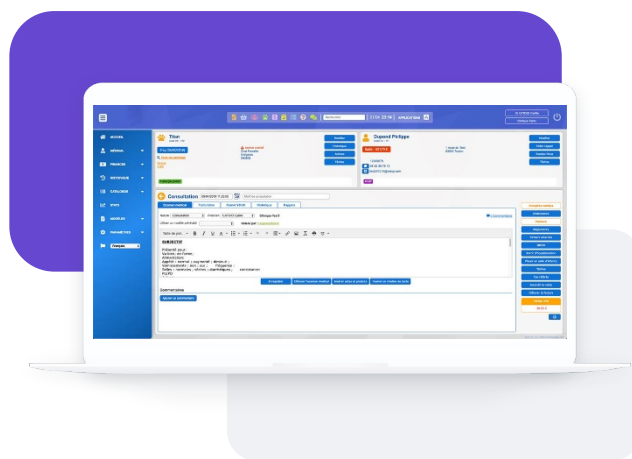
In-built features such as email, 2-way SMS and chat offer seamless connect between veterinarians, pet owners and clinical staff to improve animal care

### ▶ Digital clipboard

Helps manage appointment diaries, operating schedules, business workflows, billing and other information management tasks efficiently

### ▶ Remote access

Vets can access data, whether in the clinic or at home, through the device of their choice to review medical cases and even financing option



## CHALLENGES

- ▶ No single platform for communication between doctors, clinics and pet owners
- ▶ Poor management of medical records such as lab results, digital images, ultrasound videos and more
- ▶ Lack of backend office support documentation with unorganized data points

# SOLUTION

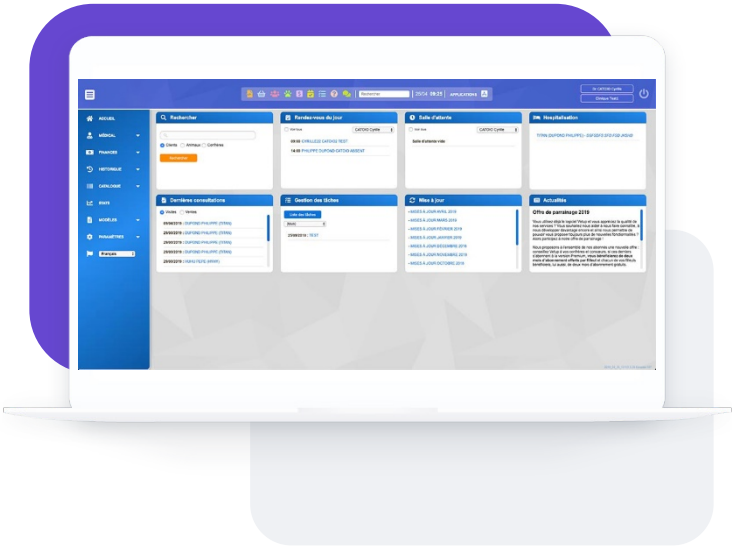
A SaaS-based comprehensive veterinary practice management platform enables business expansion at a rapid rate and brings maximum profitability.

## Integrated management tools

Helps with better management of business-wide processes related to pet demographics, boarding calendar, HR, general ledger, reminders & recalls and more

## Automation across manual work processes

Eliminated manual intervention with workflow-driven invoicing for services with regular communication between doctors and various clinics

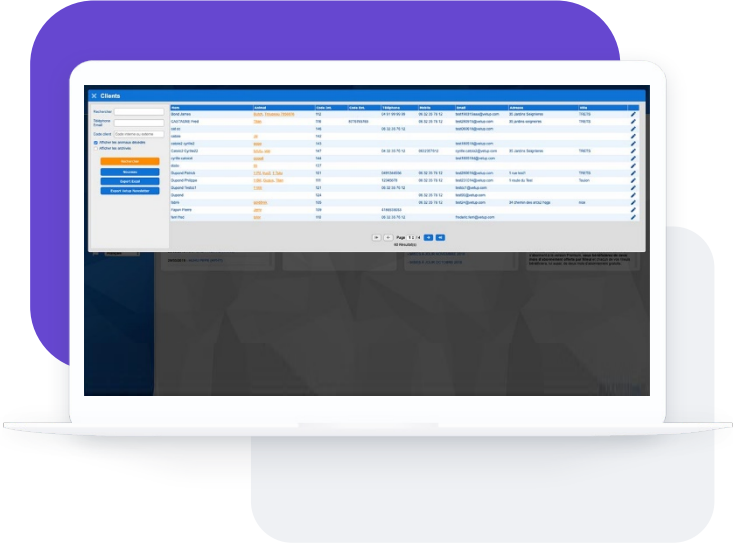


## Back-office management module

Covers comprehensive reporting, inventory control, accounting and marketing features to lower error rate, improve employee satisfaction and promote the veterinary practice

## MVC architecture

Development & integration of the solution under MVC architecture using J2EE technology with EJBs handled the model on the server-side, XML/XSL used to create GUI and the servlets acted as controllers



# TECHNOLOGIES & TOOLS



# BENEFITS

46%

improvement in  
operational efficiency

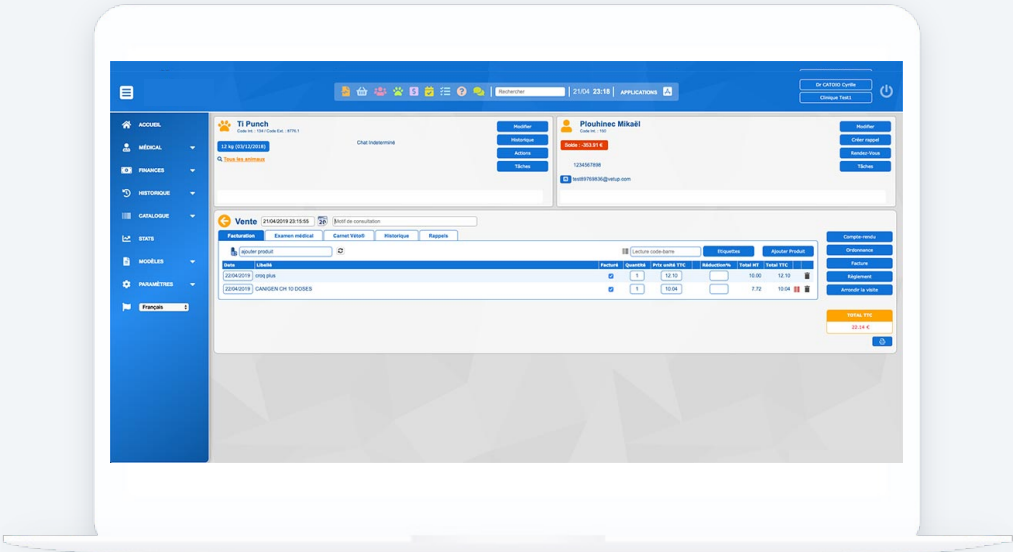
Centralized

repository to manage all  
veterinary medical records

4x

faster turnaround of report  
generation and invoicing

# PROJECT SNAPSHOTS



# ABOUT RISHABH SOFTWARE

We are a global provider of enterprise-grade web, mobile, cloud, and analytics solutions. As a CMMI Level 3, ISO 9001 and 27001 certified software development company, we have two decades of service excellence delivering 1000+ successful projects globally, including the USA, UK, Europe, Middle East, and Australia.

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