

Case Study

Legacy Application Modernization on Cloud

For a US-based healthcare service provider to streamline their services for 3000+ professionals associated with them

PROJECT OVERVIEW

The customer wanted to revamp their legacy appointment scheduling application that offered a poor customer experience. It assisted with managing appointments, scheduling and report generation for varied medical services across distributed facilities. Rishabh Software offered healthcare application re-engineering on the cloud to improve the system performance while managing modern-day business operations & clinical processes. It was with new features & enhancements.



Capability
Product
Engineering



Industry
Healthcare



Country
US

KEY FEATURES

In its new avatar, the cloud-based app simplifies the healthcare services by improving the transparency between the service provider & its end-customers.

Improved UX/UI

The intuitive interface enables users to avail different medical services with single-click requests over a single platform

Unified activity screen

Supports track daily appointment scheduling activities like bookings, cancellations and more, over a single dashboard

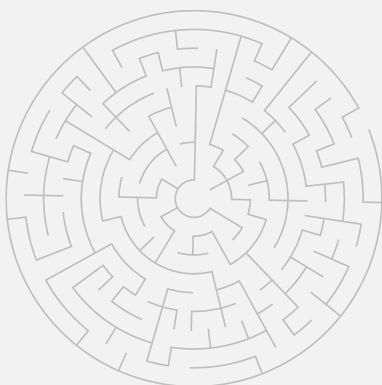
Saves time & costs

The healthcare legacy app migration to the cloud saves time by eliminating the queue for patients. It offers instant online booking, rescheduling, or even cancellation options with many advance payment choices

Eliminate data errors

Digital documentation reduces paper-based work and helps maintain precise records, accessible 24/7

CHALLENGES



- The intricate design of the legacy app to manage a vast volume of data
- Lack of proper documentation for the on-premise solution
- Complicated workflow resulting in a poor application performance
- The time-consuming process of appointment booking resulting in unhappy customers

SOLUTION

The legacy app modernization for the healthcare client helped streamline the business workflows. The one-of-its-kind revamped solution today includes many advanced features to assist the service staff.

Agile methodology

We offered enterprise agility by optimizing the development, operations, and security teams' productivity. It made a pronounced impact by improving the app performance and responsiveness

Workflow automation

Our team optimized system performance as they fixed the bugs by automating & simplifying the routine healthcare operations with less human effort

Technology upgradation

With a modern technology stack, we implemented the MVC architecture to future-proof the current application by assessing & improving the existing system processes

Enhanced booking management

Allows patients to book appointments/reservations using a secure & convenient booking system via any device. The legacy app migration to the cloud reduced the appointment booking time for the users

TECHNOLOGIES & TOOLS

 Microsoft
ASP.NET

 Azure

 Microsoft
SQL Server

Outcomes

40%

boost in application performance

30%

increase in operational efficiency with improved UI

5000+

bookings per day managed efficiently

ABOUT RISHABH SOFTWARE

As a Digital Engineering and Enterprise Transformation leader, we empower businesses to scale, innovate, and thrive in today's digital-first world through technology rooted in trust and transparency. We leverage emerging capabilities such as Cloud, Data Engineering & Analytics, AI, Automation and Application Engineering to drive digital transformation and unlock new opportunities. We have successfully served across 25+ countries, and we work towards customer delight as "WE CARE."

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