

Case Study

Modernizing Legacy Administration Management Solution

For a US-based healthcare solution provider catering to 250,000+ clients every year



PROJECT OVERVIEW

The customer was seeking re-engineering of their legacy administration management application with new features & product enhancements to improve its performance, reliability, and scalability. Their legacy application, that was catering to approximately 250,000 clients per year, struggled to manage appointments, scheduling, invoicing, and report generation for varied medical services. It was with complex workflow, code maintainability, etc. leading to poor user experiences and revenue generation hitting below average.



Capability
Enterprise
Mobility



Industry
Healthcare



Country
US

KEY FEATURES

The re-engineered application helped streamline the pre-employment & annual medical assessment process, by enabling a smooth appointment scheduling for clients, and improve transparency between the service provider and the end-customer.

Enhanced UX/UI

The new interactive UI facilitates users to make a one-click request for available services, book & manage appointments, generate invoices, and do a lot more efficiently

Eliminate data error

Digital documentation reduces paper-based work and eliminates the potential risk of human error in recording business & customer data manually

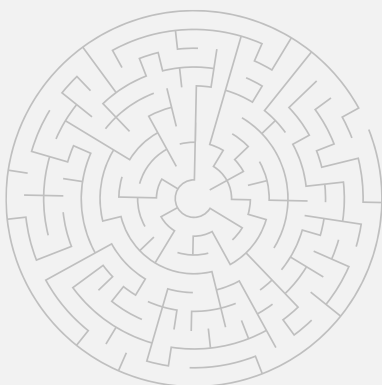
Improved workflow

Allows smooth online scheduling of screening tests and background check on a proprietary EHR (Electronic Health Record) system

Electronic reporting

Clients can easily retrieve online results and review appointment reports using a dynamic report generation module

CHALLENGES



- Tightly coupled legacy application with intricate architecture and a large volume of data
- Lack of proper documentation for the existing solution
- Migrating all the data and services from the old to the new server with zero application downtime
- Poor application performance due to complicated process flow
- The time-consuming process of appointment booking leading to loss of clients

SOLUTION

The modernized solution was one-of-its-kind to provide multiple integrations of home health care into a single solution. It was with a streamlined workflow, and new features that enabled the customer to offer efficient primary care, and wellness services through a single platform.

Agile & waterfall methodology

The approach of working with a hybrid model helped utilize the best of both to increase visibility across the project & deliver the proposed solution on time

Product feature enhancements

We thoroughly optimized application performance and solved glitches with a complete rewrite of app functionalities and the implementation of new, anticipated features like HER integration, dynamic workflows, advanced reporting and more

Technology upgradation

We leveraged modern technology stack to analyze & improve existing system processes and implement MVC architecture to future-proof the current application

Database migration

The enhanced version of the extensive, legacy database as per the defined criteria was an outcome of valiant efforts & dedication of our team

TECHNOLOGIES & TOOLS



Outcomes

30%

boost in application performance

10x

surge in assessments performed across healthcare locations

145%

increase in total revenue

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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