

CASE STUDY

HL7 ENGINE REDESIGN INTEGRATES PARTNER SPECIFIC FEATURES WITH EXISTING CLIENT PRODUCTS

Client Background

The client is one of the world's largest providers of health care products and services to office-based dental, animal health and medical practitioners. Its public health software interoperates with more than 40 medical solutions through the HL7 standard – an international standard for the transfer of clinical and administrative data between software applications used by various healthcare providers. These interfaces have been replicated hundreds of times in community health centers, federally qualified health centers, correctional facilities, and hospitals. With a presence in multiple countries worldwide, the client understands the global deployment of programs and systems.

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Business Challenge

The main goal for the project was to win a bid for a planned implementation and to integrate the company's partner's specific features with existing client products to ensure it worked with widely used healthcare solutions. There were no clear business requirements from the client side and the more than 40 feature descriptions were limited to a few sentences each. The SoftServe team managed the feature clarification process to ensure the development, investigation, and analysis approaches were correct before the project started.

The client provided SoftServe with the integration features that involved new functionality and were dependent on other systems since they were not familiar with them while the client focused the features that required internal knowledge. One item included substituting proprietary software components free of charge so that users didn't have to pay additional money for them.

Project Description

The business analyst (BA) completed an investigation, document and interface analysis to describe all requirements properly to ensure both appropriate business and technical solutions were created and implemented. During the analysis period, numerous improvement recommendations were offered and included in the final design notes as this was a crucial element of the definition for the winning bid.

The BA shared his knowledge related to process and UI/UX best practices that would improve the entire application versus just the specific project. This approach helped our client win the bid.

Value Delivered

SoftServe worked on used up-to-date technologies and design solutions, which increased its competitiveness.

The successful integration with one of the biggest healthcare companies in the U.S. created new opportunities for the cooperation.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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