

CASE STUDY

PRACTICE MANAGEMENT MODULES AND MOBILITY PROJECT FOR DENTAL HEALTHCARE PRODUCTS AND SERVICES PROVIDER

Client Background and Business Challenge

Our client is a leading provider of healthcare products and services for dental practitioners. One of the company's recent initiatives was to grow their business and retain the existing clients by implementing a range of new effective, client-friendly web-based and mobile Practice Management modules to allow their clients to manage their business or healthcare governance online.

softserve

Project Description

SoftServe's project team was responsible for the project management, business analysis and technical supervision of the project execution. Apart from the products development, SoftServe integrated its development process with the client's environment on the following levels:

- Software Development Lifecycle alignment with customer's development process
- Requirements management process agreement and requirements approval
- Technical implementation vision delivery and agreement
- Test design and testing artifacts delivered during the development and all releases
- Continuous source code integration into the client's code repository
- Regular status reporting and a development iterations demo

SoftServe partnership began with a SmartStart consulting package. SmartStart is a set of processes performed at the initial stages of a project to ensure efficiency and successful collaboration. The purpose of SmartStart is to analyze, identify and reconcile gaps and risks that are essential for a successful end-product.

The effective integrated cooperation between our client and SoftServe was achieved via a distributed Agile Scrum methodology, with everyday Scrum and "Scrum of Scrums" meetings ensuring development success and product quality. Upon completion of the web-case modules, SoftServe developed a mobile application allowing patient registration with a single touch over the slate device.

Value Delivered

In less than a year SoftServe delivered a new ready-to-use dental system with all the required features and capabilities:

- Patient registration
- Managing patient's dental records and appointments
- Oral health examination
- Treatment planning and prescription
- Administration of financial accounting
- Invoicing of insurance claims
- Comprehensive reporting
- Operational support of office needs (access hours, user roles, etc.).

The successful delivery of this product resulted in a stronger partnership with enhancements of existing functionality and producing of new modules as well as multiple new projects.

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.

Visit our [website](#), [blog](#), [Facebook](#), [Twitter](#), and [LinkedIn](#) pages.

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