

CASE STUDY

HEALTHCARE LEADER MITIGATES RISK IN SECURE DATA EXCHANGE

Client Background

Our client is the world's largest distributor of healthcare products and services to officebased dental, medical, and animal health practitioners. The company also serves dental laboratories, government and institutional health care clinics, and their alternate care sites.

The client is Fortune World's Most Admired Company and is ranked number one in its industry for social responsibility. The company operates through a centralized and automated distribution network, with a selection of more than 96,000 national and their privatebrand products in stock, as well as more than 110,000 additional products available as special-order items. The company has operations and affiliates in 25 countries.

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Business Challenge

In an effort to enable providers and patients to stay better connected and become more productive, our client automated their many nontreatment related tasks and functions, such as patients' payments, sending of appointments reminders, verification of patient insurance eligibility, etc. However, this process led to increased vulnerability of private information and credentials as well as a need to secure financial information provided during the registration and login process. Clinical managers, for example, faced a security issue with sharing the same credentials between different providers. To solve this challenge, the company wanted to enhance their security, mitigate risks during data exchange and improve the overall user experience.

Project Description

The client worked with SoftServe, their long-standing strategic partner, to develop a cost-efficient and highly effective solution to separate the financial component into a secure sub-application. To ensure the best results, SoftServe utilized their proprietary Abiliton approach, a set of adaptive best practices and processes for software development optimization comprised of people, processes and technology.

The activities included:

- Software architecture and design feature development
- Component implementation
- White-box (unit) testing
- Building quality throughout the entire process

One of the key factors for the project's success was the Distributed Agile approach, which led to a very effective collaboration between SoftServe's and client's teams, resulting in high performance and a timely product release.

Value Delivered

The collaborative efforts provided significant business and technology benefits including:

- Secure financial sub-application within a Healthcare Management System
- Enhanced user experience
- Protected financial information and highly serviceable and secure related financial activities
- Simplified registration process
- A secure method of sharing the same credentials for a number of providers to access common information

The results of the project strengthened our partnership with the client, and SoftServe continues to work closely with them on current and planned roadmap engagements.

ABOUT US

SoftServe is a global digital authority and consulting company, operating at the cutting edge of technology. We reveal, transform, accelerate, and optimise the way large 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 is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

Ultimately, we empower businesses to re-identify their differentiation, accelerate market position, and vigorously compete in today's digital, global economy.

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