

# CASE STUDY

## **SOLUTION DEVELOPED TO SEPARATE FINANCIAL DATA IN NON-TREATMENT RELATED TASKS**

### **Client Background**

Our client operates through a centralized and automated distribution network, with a selection of more than 96,000 national and private-brand products in stock, and an additional 110,000 products available as special-order items. The company also sells practice management software and e-commerce solutions, as well as financial services. It is one of the market leaders in the dental practice management software field in the U.S. and has a well-established overseas presence.

**softserve**

## **Business Challenge**

Our client's solution automates many non-treatment related tasks, which allows providers and patients to stay connected and be more productive. Through advanced integration, patient payments can be automatically processed, appointment reminders sent, patient insurance eligibility can be verified, and much more. All is available through the registration and login process.

With the large amount of general information available across providers, clinical managers faced concerns about sharing credentials. The financial information being available to anyone sharing the credentials created a security vulnerability.

## **Project Description**

SoftServe worked alongside the client's team to develop an economical and effective solution that separated the financial part of the application.

SoftServe used Abiliton – its unique software development approach to measure advances in technical leadership ranks – to provide software architecture, design feature and component implementation, white box (unit) testing as well as building quality throughout the entire process.

One key success factor was the distributed agile approach and cooperative work between the two teams to determine the best way to implement efficient solutions quickly.

## **Value Delivered**

Upon completion of this engagement, the client stated they partnered with SoftServe due to its Abiliton framework and the flawless distributed agile approach, which separated the company from its competitors. The results included:

- Secure financial sub-application within healthcare management system.
- Enhanced user experience, protecting financial information and related financial activities making them highly serviceable and secure.
- Simplified registration process that uses the same credentials so that providers can only access common information.

Also, the results strengthened the partnership and SoftServe continues to work closely with the client on its current and future roadmap.

## 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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