CASE STUDY

NEXT GEN UI FRAMEWORK FOR WEB-BASED PRACTICE MANAGEMENT SYSTEM

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 healthcare clinics and their alternate care sites. The company is Fortune`s World's Most Admired Company and is ranked number one in its industry for social responsibility.

Our client operates through a centralized and automated distribution network, with a selection of more than 96,000 national and company's private-brand 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.

Business Challenge

Our client wanted to scale their business and grow their market share by modifying and modernizing their existing management system as well as reducing its maintenance costs.

They needed to develop a next generation, web-based practice management system leveraging modern software/hardware technology (e.g. touch computing), automation, and electronic services.

They also wanted to redesign the existing practice management application with clinical, front office and business management capabilities to ensure ease of use and an intuitive design for the new system.

Project Description

The client`s company and SoftServe have been partners for years and they requested SoftServe`s UX team to develop the application. SoftServe and the company's team collaborated and implemented a UI Framework, a living library of the patterns, and visual standards and interaction behavior patterns to optimize the application's design and development. The teams were highly productive and worked cohesively by leveraging SoftServe's **Abiliton Distributed Agile** best practices. The joined teams:

- Developed a hybrid application combining the features of a powerful desktop application and the benefits of the Web
- Delivered a tablet platform for the application's UI
- Ensured the UX was device agnostic

The designed application enabled the company's management to access patient data from anywhere any time.

Value Delivered

With the newly developed office management application, our client was able to shift their focus from technology to their healthcare practice and patients. The application benefits included:

- Increased office productivity by 20%
- Customer base growth
- Increased customer satisfaction with a user friendly and efficient interface from multiple devices
- Reduced operational costs with a mobile product (no expensive hardware, servers or IT services)
- Reduced costs and time by eliminating repetitive documentation

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.

Visit our **website**, **blog**, **Facebook**, **Twitter**, and **LinkedIn** pages.

USA HQ

201 W 5TH STREET, SUITE 1550
AUSTIN, TX 75703
+1 866 687 3588

EUROPEAN HQ

One Canada Square
Canary Wharf
London E14 5AB
+44 (0)800 302 9436

info@softserveinc.com
www.softserveinc.com

softserve