



Global IT Solutions

An ISO 9001:2015 & ISO/IEC 27001:2013

## PSI Customer Success Story

PSI aligned with the Client's product strategy, exceeding the need for ease of use, speed, automation, and reporting in its suite of software products for the Healthcare industry.



## PSI SHOWS CLIENT DOUBLES ITS PORTFOLIO OF PRODUCTS

"Over the past five or so years we have used PSI exclusively for all of our .NET, MS SQL, Mobile and other applications. The level of service is well within what we demand and typically exceeds even our highest expectations. My advice to any company looking to hire a legitimate outsource contractor is to contact PSI. They have proven they are in this for the long haul and they know how to treat their clients. I would welcome any questions regarding their professional competence and dedication to quality."

-- President, Texas Apps

### ENGAGEMENT HIGHLIGHTS:

PSI team provided maintenance and support services for the client's existing web based applications which encompassed feature enhancements, modifications and 24\*7 online support. In addition to this, PSI team also built many new applications for the client. We have helped the client in almost doubling its product portfolio in a span of 4 years. Today, the client is equipped with more than twenty high performance standalone solutions in the Healthcare industry itself.

# HOW PSI HELPED ONE OF USA'S RENOWNED HEALTHCARE SOLUTION PROVIDER, DOUBLE ITS PRODUCT PORTFOLIO

## ABOUT THE CLIENT

Client provides essential applications for Mental Health & Mental Retardation (MHMR) centers, Partial Hospitalization Programs (PHP), Hospitals Behavioral Health Centers (HBH) and other general healthcare clients. Client also provides targeted applications for general use, clients ranging from the petroleum sector to heavy industry to banking and small business. Based on the experience, the client has developed multiple high performance solutions for the Healthcare industry like Medical Records Tracking system, Medical Records Retention System, Risk Management System, Care Plan System, Free samples Tracking System, Prescription Assistance system, Electronic Healthcare Records (EHR), Service Co-ordination for IDD and many more.

## THE NEED

With the ever changing market dynamics and competition, client needed to upgrade its product portfolio and also enrich the existing product with new features and functionalities. The brief was to work on the extensibility of product features, bug fixing, implementation of the solutions etc.

## CHALLENGES

From a cognitive perspective, software development and maintenance is a very difficult task. Integrating the two can be daunting, if the outsourcing partner is not experienced.

### Business

Acquiring knowledge of Healthcare domain

Unclear requirements

Very tight delivery schedule

Providing 99.9% uptime

Providing 24\*7 online support

### Technology

Robust database management through DB procedures, DB scripts, job schedulers, triggers etc.

Handling bulky and complex SQL queries

Implementation of Electronic Signature functionality

Complex Logic was involved in stored procedures

Porting of MySQL based applications to MS SQL, Multiple clients on one server

## PROJECT AT A GLANCE!

### Project Name

Software Product Development, Life Cycle Management and ongoing support & maintenance

### Location

United States

### Duration

Continually running for last 4 years

### Team Size

2

### Industry

Software

### Delivery Model

Offshore

### Engagement Model

Retainership

### Challenge

Extensibility of product features, Bug fixing, implementation

### Solution

An offshore delivery model on a retainership basis was agreed upon with the client

### Result

So far, it has been a mutually beneficial association for the client and PSI. In last 4 years of our association, the client has been able to expand his business manifold with our assistance and we have benefitted by acquiring thorough insight of the Healthcare domain.



## PSI'S SOLUTION APPROACH

### For existing applications

- The client shared the application code and his ideas related to new changes, enhancement, functionalities etc. and the team worked accordingly.

### For new applications

- The client shared his complete requirements with the team and the team adopted Agile Development Model to execute the same.

### Overall Approach

- The team communicated with the client on a daily basis through Skype and calls were made on demand.
- Bi-weekly go-to meetings were aligned with the client for understanding the new changes and discussing the varied functionalities to be incorporated in the new and existing applications.
- For better understanding of the flow and the complex logic, the team divided the code into different layers namely data access, business, broker and controller layer.
- The team promptly responded to the client's requirements and delivered the changes as well as new applications on time.



## PRODUCTS AND PRODUCT FEATURES

### Products

- Electronic Healthcare Records (EHR)
- Service Coordination for IDD
- Prescription Assistance System
- Risk Management
- Quality Management
- Medical Records Tracking System
- Medical Records Retention System
- Employee Travel Management System
- Purchase Order/Work Order System
- Consumer Benefits System
- Free Samples Tracking System

### Representative Product Features

- Admission & Discharge
- Physician Admit Orders (onsite or remote)
- Psychosocial Evaluations
- Initial Treatment Plans
- Progress Notes
- Psychiatric Evaluations
- Medication Management & Histories
- Physical Evaluations
- Compliance Audits
- Scheduling (patients and employees)
- Patient Data
- Employee Data
- Physician Progress Notes
- Interdisciplinary Notes
- E-Prescribing \*

## TECHNOLOGY USED

- Language: C#
- Framework: .Net 4.0
- Front End: Visual Studio 2012
- App Server: IIS
- Database: MS-SQL and MySQL
- Development platforms: Windows 7, Windows 8, Windows 2003
- Server, Windows
- 2008 Server
- Development tools: 3rd party components, e.g. e-sig for electronic signatures

## ACHIEVEMENTS



**On time delivery of both new and existing projects**



**Client has almost doubled his product portfolio**



**Client has significantly increased his clientele with the new and revamped solutions**



**PSI's consistency of work has led to long term relationship with the client**



**Our deliverables have exceeded the client's expectations**

## About PSI

Pratham Software (PSI) is a global IT services company (with established ISO 9001:2015 & ISO/IEC 27001:2013 practices) providing software product development, consulting and outsourcing solutions to enterprises worldwide. While providing a wide range of solutions, we focus on Outsourced Product Development (OPD), Business Process Management (BPM), Application Development and Maintenance (AMD) and Content Engineering. Our extensive experience in OPD helps us build strong relationships with Independent Software Vendors (ISVs), as we work with them throughout the product development lifecycle. In terms of technology and platform, we work across all major technologies such as Microsoft, Java and Open source and have capabilities and experience in developing solutions for web, mobile, Cloud and social media. For Enterprise customers, in addition to Process Automation, we also offer development and support services in BI and DWH.

21860, Via Regina, Saratoga, California 95070 USA | Ph:(408) 898-4846 | Fax: (408) 867-0666  
G1-265-266, RIICO Industrial Area, EPIP, Sitapura, Jaipur 302022, India | Ph: (91)141-6690000  
[www.thePSI.com](http://www.thePSI.com)

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