



Provider Case Study

Product Engineering: End-to-End Consulting

The Challenge

For product vendors, the health care IT space is both full of opportunities and fraught with significant challenges, including regulatory mandates, mandatory quality requirements and evolving data standards. The client needed a partner that could understand, align with and deliver on its strategic vision for the future.

Our Approach

We executed a wide-scale consulting effort, an engagement that spanned for more than two years and provided a specialized health care IT team in the form of a virtual captive center, giving support from product inception to implementation. The consulting involved many areas, including product engineering, business intelligence and data management, QA automation, performance labs, product support, end-to-end implementations, and mobility.

Value Addition for the Customer

- Innovative joint development model and “follow-the sun” approach to ensure seamless collaboration
- A metrics-driven governance structure focused on quality assurance
- Extremely flexible operational models that resulted in quick ramp-ups and ramp-downs, so that the client could adapt to market needs with a minimal effect on margins and cost parameters
- A knowledge management platform to ensure continuous access to customized knowledge assets

Provider Capability

Product Engineering

Customer Profile

A product organization providing integrated digital consumer engagement platforms for providers, employers and payers

Services and Solutions Rendered

Leveraged wide-scale consulting efforts in many areas, including product engineering, business intelligence and data management, QA automation, performance labs, product support, end-to-end implementations and mobility

