Product Engineering: Modernization & Customization

The Challenge

The client found itself in a position for new opportunities with a customer base of providers and payers who wanted modernized applications. The client wanted to modernize, but its core EHR product was lacking critical features, including an electronic prescription module, an integration engine and a rules engine.

Our Approach

We revamped the suite of competitive and modernized products, including the EHR application, establishing a virtual captive center that worked in parallel with an onshore product team to achieve this goal. The team started with two high-priority development projects, each with definitive milestones to be met. Over the years, this engagement spanned the client's suite of products.

Ultimately, the team successfully delivered end-to-end product development and maintenance, QA services, integration management, mobile product interfaces and consulting services across various product lines, all in 18 months.

Value Addition for the Customer

- Gained immediate access to the right mix of high-quality talent specialized in health care IT, in both functional and technological expertise

- Kick-started this significant development project with minimal impact on margins and capital outlay

- Achieved significant reduction in time-to-market, enabled by clear engagement structures and seamless collaboration between onshore development operations and a new offshore team

- Executed new ideas quickly and at low cost

Provider Capability
Product Engineering

Customer Profile
A leading provider of EHR and health care IT solutions

Services and Solutions Rendered
End-to-end product engineering work across an entire product suite, including quality assurance, product maintenance and enhancements, and interoperability enablement

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