CASE STUDY

APPLICATIONS UPDATED TO IMPROVE USER SATISFACTION FOR DENTAL PRACTICE MANAGEMENT SOFTWARE

Client Background

Our client is one of the leaders in the dental practice management software field in the U.S., and has a well-established presence overseas. SoftServe's long and successful cooperation with the client has turned into a truly synergetic relationship that embraces various stages of the value chain.

Business Challenge

The applications features require a high server load during important times, which can lead to the server's unavailability or can cause it to crash during peak times of user requests.

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Many issues are caused by inconsistent implementations of the features starting with operational – the servers' unavailability and extra time for support – and ending with decreased user product satisfaction in the form of negative feedback. Or worst case, switching to competitor products, which is a direct threat to the client achieving its current long-term business goals and objectives.

In order to respond to the needs addressed above, features with long-running operations must be reconsidered and redesigned.

Taking into account resource limitations and the significance of the issue, the SoftServe team recommended that the priority for this task be raised and changes implemented using a systematic approach that starts with the most vulnerable and crucial features. After, the positive improvements should be applied to other critical areas with appropriate solution adjustments based on priorities.

Project Description

SoftServe created a strong team to participate in the initiative. The business analyst (BA) was deeply involved in the solution design, requirements management, requirements documentation, and the gap analysis aimed at capturing the best industrial practices and increasing end-user satisfaction.

The BA activities performed within project:

- Development of the business case
- Requirements analysis and management
- Solution design in cooperation with the UX designer
- Prototype
- Process modeling
- Facilitate business case presentation and project approval
- Constant work with development team

Value Delivered

All of the activities assisted in the approval and development of the solution, which helped the team fulfill the business need, and gain valuable results.

- Aligned end-user expectations toward business needs and objectives
- Reduced server loads and support efforts
- Optimized user flow
- Improved user interaction and user experience
- Increased user satisfaction with the product

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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