

CASE STUDY

KNOWLEDGE MANAGEMENT SERVICE SOLUTION PROVIDES A COLLABORATIVE AUTHORING ENVIRONMENT

Client Background

Our client provides market-leading enterprise, departmental, and healthcare engagement solutions to numerous healthcare facilities. The company is dedicated to transforming hospitals into models of efficiency and profitability by revolutionizing how patients flow through the care process enterprise-wide.

The company's healthcare management system includes intuitive, easy-to-use and SaaS-enabled solutions complemented by a robust suite of managed hosting, outsourcing and consulting services that are changing how clinicians and hospital leaders work and communicate, while generating notable operational, patient flow, care, and revenue improvements. The company delivers value by enabling hospitals – all types and sizes – to better manage care and the healthcare business while meeting the ever-changing regulatory requirements.

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Business Challenge

The clinical and fiscal teams are focused on creating innovative products for hospital clinician and revenue cycle end users. One aspect offered through all type of experience – physicians, nurses, dental managers, patient representatives, etc. – is a knowledge service that encompasses the needs of stakeholders including the clinician and fiscal end users, administrators, installers and implementers, and support personnel. The knowledge services, available to these users, includes information related to using and configuring the products, installing and implementing activities, troubleshooting instructions, and monitoring and support. Keeping in line with the innovative nature of the team, knowledge services are delivered on demand to the end user using a cloud architecture.

Project Description

During the project, the SoftServe business analyst and architect worked closely with the client to compile and document workflows and functional requirements, and agree on priorities and functionality that will form the scope of work. Additionally, they will agree on a solution that will satisfy current business needs and plan for future implementations.

Due to the time limitations for the project implementation, an iterative approach was chosen with the requirements presented in the form of user stories. To facilitate communication with the client project leadership wireframes were extensively used throughout the requirements process.

The project was implemented in five phases with a team of 10 people. The stabilization cycles were performed at the end of each phase. Team members demonstrated the deliverables to the client on a regular basis in order to receive timely feedback.

Value Delivered

Knowledge management service (KMS) provides a collaborative authoring environment integrated with the production of snippets, articles, and documents. The benefits of this solution are that it supports collaboration, has sophisticated workflows, allows for securing articles once complete, provides auditing for articles, and a WYSIWIG environment.

The KMS solution is designed to meet the following core business needs:

- Improve customer satisfaction by providing a self-help mechanism for users with questions that arise during regular product use
- Minimize client involvement in implementing new customers by providing guidance on when, how, and why products should be installed and configured
- Assist in the patient care workflow by minimizing the downtime required to research product use best practices

- Improve call volume and incident ticket's time to close by providing knowledge and a module that allows support personnel to share experiences via a community feedback mechanism

KMS addresses the needs of the company's new technology stack products. Initially, the solution had to be delivered with the physician documentation product followed by a quick expansion to address business intelligence, clinical experience, clinical documentation, and AmbEHR with the possibility of an expansion to all products.

The KMS solution provides the following high-level features:

- Authoring backend
- Content Management
- Controlled Language
- Metadata and Taxonomy
- Production frontend
- Review and collaboration
- Search and retrieval
- Security

Additionally, the solution supports various media including text, PDF, video, images and audio.

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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