CASE STUDY

NEW HEALTHCARE SOLUTION IMPROVES USER EXPERIENCE WHILE RETAINING BUSINESS RULES

Client Background

Our client is a US-based compliance and revenue optimization consulting firm for the life sciences and healthcare industry.

Business Challenge

The client's application is part of the hybrid cloud-based, multi-services platform, which helps life sciences companies transform commercial operations processes. Prior to the cooperation with SoftServe, the client faced the following challenges:

- Interdependence and shared data between service areas
- Functionality overlap between legacy systems
- Prospective large projects creates need for solution scalability
- Lengthy software updates and syncs between legacy systems
- Slow system response time for legacy systems
- Time constraints for new platform launch

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Project Description

The SoftServe team developed a COT/PHS solution that provided new functionalities.

- COT project workflow
- Manager Review Report
- COT schemas
- PHS project workflow
- BU matching SmartMatch
- BU search

With the help of business analysis and UX activities, SoftServe developed a product that retained all existing business rules and improved the user experience. The business analysts (BA) activities

- Identified and analyzed the business need for new functionality.
- Analyzed the client's existing solution and provided justification for new developments.
- Conducted requirements elicitation with key stakeholders.
- Analyzed and managed requirements analysis including UX requirements in cooperation with UX designers.
- Prioritized and adjusted the functionality that formed the scope.
- Provided assistance with the decision-making of a solution that satisfied the business needs, and planned further implementations.
- Supported the development team throughout product lifecycle.

Value Delivered

The value delivered to the client included:

- Increased time-to-market without sacrificing quality—a viable product was released within a six-month time period.
- Improved solution performance and scalability.
- Expanded visibility into project workflows and improved efficiency.
- Enhanced data security.
- Enriched user experience, which made the application easier to use.

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.

Visit our **website**, **blog**, **Facebook**, **Twitter**, and **LinkedIn** pages.

USA HQ

201 W 5th Street, Suite 1550
Austin, TX 75703
+1 866 687 3588

EUROPEAN HQ

One Canada Square
Canary Wharf
London E14 5AB
+44 (0) 800 302 9436

info@softserveinc.com
www.softserveinc.com

softserve