

Client is a leading provider of next-gen pharmacy and advanced healthcare analytics solutions, with operations spread across the United States.

Client requirement:

This was an extension of the application maintenance and feature enhancement initiatives that also included appending a new alerts mechanism.

Solution offered:

- Created the user alerts module (complete UI for the display, response, navigation to reconciliation page, inactivity timers, etc. features).
- Feature enhancements (Device configurations, auto log-off, service changes to device-specific gateways).
- Task specific database migrations.
- Quality assurance (Integration and unit testing, device automation using protractor, acceptance tests for web APIs).

Results:

- Improved user experience and solution adoption from the market.
- Reduced TAT for customer queries/interaction (reconciliation, etc.).
- Zero-defect appliances, saving costs that would have otherwise incurred for support and query resolution.