CASE STUDY | HEALTHCARE

Healthcare provider increases overall services provided by 18% with new platform

About the customer

A private Latin American healthcare provider with a large network of medical professionals, clinics, and labs.

Serves 1M+ patients

30+ years in operation

10K+ employees

Business challenges

Our customer was having operational challenges due to its legacy application infrastructure and required greater system stability and speed to better handle patient information, test results, billing, and appointments. In addition, our client had to streamline its patient experience and optimize the use of its facilities, practitioners, and team members to expand its capacity and scale the healthcare network.

1
Optimize the flow of patient information to reduce wait time and fast-track service.

2
Offer patients the ability to book appointments online and with more scheduling transparency.

3
Improve patient network loyalty and attract new patients by leveraging digital tools to differentiate.

4
Reduce inefficient facility use and increase the capacity of providers and administrative staff.

Softtek

How Softtek comes into play

Softtek enhanced frontend and backend operations by streamlining processes that affected patient access to healthcare and service quality.

Through application support services, we streamlined digital invoicing and appointment scheduling, increasing the speed and accuracy of routine work.

Developed and implemented a new digital healthcare platform for service delivery across patient-facing and operational business areas.

Utilized Agile development practices to reduce the time to market of application enhancements and new features.

Provided access to real-time advanced scheduling tools to reduce waiting room time and speed up patient treatment.

Business impact

Softtek optimized and stabilized our client's digital operations platform, which had previously inhibited the reliability of critical and routine medical services and the user experience. Softtek implemented new technology and application development processes that enhanced appointment creation, admission, lab results processing, billing, and collections.
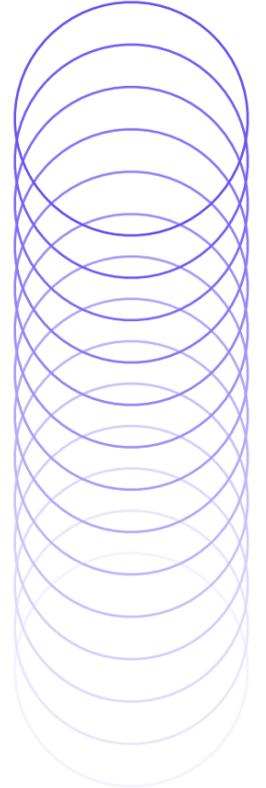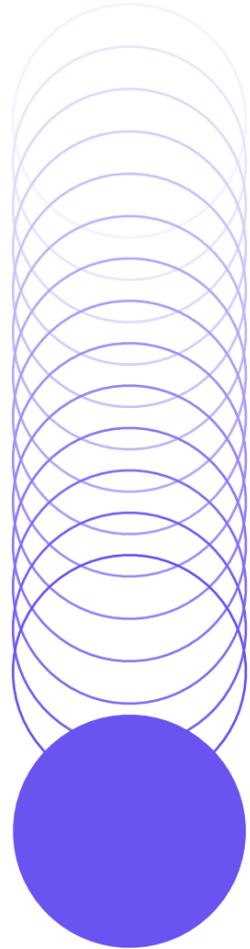
Zero downtime while deploying features and enhancements.
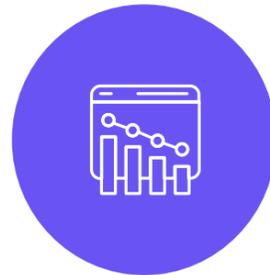
90% incident reduction.

60% reduction in operational expenditures.

30% increase in patient satisfaction.

18% increase to overall healthcare services provided throughout the network.

Softtek ®

ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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