



Softtek[®]

CASE STUDY | HEALTHCARE

New digital healthcare platform streamlines processes, boosts patient & employee experience

softtek.com





About the customer

Our client is a private regional healthcare provider who operates a network of medical professionals, clinics, labs, and offers competitive health insurance options.



**Serves 1MM
patients**



**30+ years
in operation**



**10,000
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

Ensure peak operational performance and deliver world-class care.

2

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

3

Streamline the patient experience by offering patients the ability to book appointments online and with more scheduling transparency.

4

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

5

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



How Softtek comes into play

Softtek enhanced front-end and back-end operations by streamlining processes that affected patient access to healthcare and service quality.

Through our 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 application delivery time to market.

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





Business impact

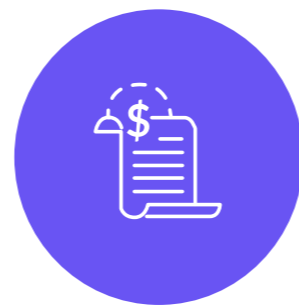
Softtek optimized and stabilized the healthcare provider's digital operations platform, which had previously inhibited the reliability of delivering critical and routine medical services and the continuity of the patient and employee experience. Softtek implemented new technology and application development processes that enhanced the patient and employee experience, from appointment creation to patient admission, lab results processing, billing, and collections.



Zero application downtime and improved operational stability.



90% reduction in incidents, with the implementation of new services.



The reduction of platform incidents resulted in a 60% reduction in operational expenditures.



Patient satisfaction has increased by 30%.



With the same staff and facilities, overall healthcare services were increased by 18%.



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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