



Symphony helped a US-based ISV to develop an Enterprise Homecare Management system on MS Dynamics CRM platform with reduced TCO.

The Client

The client is an Atlanta-based Microsoft Gold Certified Independent Software Vendor (ISV) serving technology needs of their customers. For decades, they have been utilizing their healthcare expertise to provide technology solutions for ancillary, long-term, hospice and other Specialty Healthcare delivery organizations.

The Challenges

One of their prospective customers was unable to get optimal benefit from their current IT infrastructure. They maintained their healthcare administration and financial functions on disparate systems causing a lack of collaboration leading to inefficient management of business processes. The client saw a potential business opportunity to satisfy their customer's technology need by building a comprehensive homecare product on MS CRM platform.

The client preferred to outsource the product development and focus on serving the customer requests better rather than invest on building and maintaining their own product development team.

The Solution

As a strategic technology partner to the client, Symphony's role included end-to-end custom development and deployment. Symphony's solution to the client included designing and developing a Homecare Management system on MS Dynamics CRM platform. Further, it also had capability to integrate with MS Dynamics GP.

The Homecare application covered all aspects of homecare agencies' business lifecycle - a full 360 view of clinical details, emergency and care specifics, authorization and other payment status, updates and progress, technician and workforce updates, audits, tracking and certification review.

xRM Development, Integration & Implementation

Platform

Microsoft Dynamics CRM

Industry / Domain

Healthcare

Engagement Key Points

- Project duration – Sept 2008 to Oct 2009
- Ramp Up Time from SOW sign off – one week
- Peak Team Size - 15
- Engagement model: T&M
- SDLC: Agile
- Release cycle - bi-weekly sprint iterations

Technology and Tools Used

- Microsoft Dynamics CRM 4.0
- Web Client & IFD (Internet-Facing Deployment)
- Plug-in Registration Tool
- SQL Server 2005
- Visual Studio .Net 2008
- C#, JavaScript, AJAX
- XML

Major Product Features

- An Enterprise Homecare System with standardized and automated business processes
- Compliant to HIPAA
- Advanced reporting features for better information access
- Tight integration with Microsoft Dynamics GP



Symphony customized the entities of MS CRM to automate all the homecare agencies business processes and provide customizable workflows to effectively manage and service clients.

Symphony used Scribe - post migration data validation tool - that helped achieve data integrity of the data migration from third-party collaboration tool to MS CRM database.

The Homecare application demanded tight integration with Financial Accounting systems like MS Dynamics GP to provide enterprise-scale solution. A single sign-on interface with role-based security helped achieve the seamless integration. MS Dynamics GP helped control all the financial functions - automated invoice generation to speed billing, payment, response/alerts and recording of all payroll data.

Apart from maintaining structured data, SQL Server 2005 allowed rich reporting options and flexibility to generate user-defined reports on demand.

Symphony's product engineering team performed extensive testing of the software product. This helped identify critical defects, facilitated in early and appropriate action to resolve them, and ensured mature product release.

The Benefits

Symphony's strong product engineering skills and Microsoft Dynamics CRM expertise helped achieve the following benefits for the client:

- Development of a comprehensive Homecare solution that found high adoption by homecare agencies
- Outsourcing helped lower product development TCO and enabled the client to focus on serving the client request