

HEXAWARE

A US Firm Leverages Agile & DevOps in Healthcare for Enhanced Operational Efficiency, Innovation & ROI

Healthcare Application Support and Maintenance

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Our client is a prominent US-based firm that has long been committed to enhancing patient care and operational excellence. However, as the healthcare sector evolved, so did the challenges they faced. The firm recognized the need to adapt its operational strategies to maintain its competitive edge and continue delivering exceptional service to its clients and patients alike.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

As the client navigated the complexities of modern healthcare, it became increasingly clear that their development and maintenance processes required significant improvement. The organization faced several key challenges as follows:

- **Dependency Issues:** The technical team's reliance on resource availability often hindered the timely delivery of business-critical projects, impacting overall priorities.
- **Lack of Transparency:** The interplay of various work streams, tools, and processes created a fog of obscurity, making it difficult to gain clear visibility into operations.
- **Distributed Team Inefficiencies:** Managing a geographically dispersed workforce proved to be a significant hurdle, leading to inefficiencies and communication breakdowns.

To address these challenges, the client set ambitious business objectives aimed at transforming its operational model. They sought to enhance efficiency, drive innovation, reduce costs through automation, and ultimately improve the service experience for end users. The urgency to reduce ticket volumes and accelerate time-to-market was paramount, alongside a commitment to leveraging digital ASM and enterprise agile methodologies for comprehensive business transformation.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Hexaware played a crucial role in transforming their operational model through a comprehensive Agile and DevOps in healthcare strategy.

Hexaware implemented an Enterprise Agile framework, utilizing Scrum for development and Kanban for maintenance. This approach standardized processes across 28 locations in 10 countries, significantly enhancing alignment between business and IT teams.

Hexaware provided extensive training, coaching, and governance to ensure that all stakeholders were equipped to embrace this new methodology effectively. A key aspect of Hexaware’s solution was the API/Lego block integration, which facilitated seamless integration of various systems, improving operational efficiency and flexibility.

By adopting a digital ASM model, Hexaware enabled the client to respond more efficiently to market demands, ensuring that their application support and maintenance processes were agile and responsive.

Furthermore, Hexaware emphasized automation through the implementation of Continuous Integration/Continuous Delivery (CI/CD) practices. This included establishing a robust framework for automated testing, covering unit, integration, and regression testing, which ensured high-quality deliverables and faster time-to-market.

Through these initiatives, Hexaware not only addressed the immediate operational challenges faced by the client but also laid the groundwork for sustained innovation and efficiency, ultimately enhancing the overall service experience for end users.



Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

The results of this transformative journey were nothing short of remarkable. The firm achieved total cost savings of approximately US \$1.8 million per annum, alongside an impressive 6,500 hours saved annually. The reduction in ticket volumes significantly enhanced the customer service experience, allowing the organization to focus on what truly matters: delivering exceptional experiences to patients.

Moreover, the introduction of the Brainbox initiative, a crowdsourcing program aimed at fostering continuous improvement and innovation, empowered employees to contribute ideas and solutions, further driving the firm's commitment to excellence.



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

This case study highlights how a leading US-based healthcare firm faced operational inefficiencies due to resource dependencies and lack of transparency. Hexaware addressed these challenges by implementing an Agile and DevOps strategy, including an Enterprise Agile framework and Continuous Integration/Continuous Delivery (CI/CD). This transformation resulted in approximately \$1.8 million in annual savings and 6,500 hours saved, significantly enhancing customer service and enabling a focus on exceptional patient care, alongside the launch of the Brainbox initiative for continuous improvement.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

Get in touch