



The Client

The client is a leading wellness provider conducting health screening and immunization programs for corporate clients in the US.

How we helped a wellness provider achieve revenue growth, rapid market expansion and superior customer satisfaction

Business Requirement

Major pain points faced:

- Difficulty in handling multiple applications used to provide wellness services, along with accessibility, usability, reliability, & scalability issues.
- Challenge in integrated solution for network physicians, employees & patients.
- Tedious and time-consuming data collection process.
- Users experiencing a difficulty in locating nearby clinics for walk-in providers.
- Managing volume spike and accuracy challenges.
- Compliance issues.
- Tedious reporting; lack of a single, unified view of the business at a time when the client was embarking on a major expansion.

Beyond Possible

Our continuous improvement enabled the client to make a difference in the depth and breadth of services offered, extend the reach of these services to every region within the US, and deploy a superior IT application and infrastructure that powers the business. As a result, overall productivity improved by 25% with quality improvement up to 99%.

ApexonHealth's Solution

We partnered with the client to develop an end-to-end resource planning application, and upgraded it for continuous improvements. First, a detailed business and systems review was undertaken to understand the business requirements and goals, and identify gaps in the current IT infrastructure. This involved understanding the business objectives, future plans, user challenges, requirements and arriving at the technology roadmap. The solution included health risk assessment, credentialing load, and flu/vaccination data extraction services with:

- Ground-up development of a wellness ERP platform spanning feature definition, architecture, technology selection, design, development, maintenance and feature enhancements.
- Development of an end-to-end integrated solution covering physicians, employees & patients.
- Web and mobility-enabled application.
- Adherence to security guidelines.
- Flexible staffing models (during flu season/ peak volumes).
- Integration with external applications such as Google Maps & geo-coding.



Business Benefits

- Superior differentiation in services offered across different market segments.
- Since 2008, our solution was used in scheduling for 58,000 clinics, screening over 3.5 million participants, setting up 450,000 appointments, and actively used by 245,000 users.

Tools and Technologies


- ASP.Net, C#, SQL Server 2008, Windows Communication Foundation (WCF).
- Language-Integrated Query (LINQ), Google Maps, Google Distance, Security Assertion Markup Language (SAML), HL7, iOS (Apple iPad and iPhone), Android.


About ApexonHealth


ApexonHealth helps Providers, Payers, and other healthcare organizations harness the power of AI-technologies. This drives reduced costs, better cash flow, and increased customer satisfaction. ApexonHealth's Newton AI platform integrates machine learning, Robotic Process Automation, and Business Process Management. Solutions let customers modernize their back-office without the need for costly system integration.

Headquartered in Southfield, MI, ApexonHealth is the healthcare division of Technosoft Corp. The company has 14+ years of healthcare experience and 6 global delivery centers in the US and India. More than 80 healthcare organizations trust ApexonHealth. ApexonHealth is a member of HFMA, HBMA, AHIMA, AAHAM, AAPC, MGMA, AHIP and CISA. To learn more, visit Apexonhealth.com.

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