

>> Confidential - Healthcare Industry

Augmenting An On-Premise Product Suite with a SaaS Model

>> Business Challenge

A Healthcare Software Vendor (hereafter referred to as The Client) with a mature suite of on-premise software applications used by large hospitals across North America was seeking a cost effective yet rapid way to enter the SMB market. Their existing product suite, broadly categorized as healthcare information systems (HIS), built using Java/J2EE and Oracle technologies, were sold as on-premise applications where each customer required a new instance of the application, hosted in their own infrastructure.

The Client determined the only way to profitably sell their software in the SMB market, would be to deliver their solutions through the Internet as an affordable, multi-tenant Software-as-a-Service (SaaS) application.

Lacking SaaS technical expertise in-house, and not wanting to waste valuable resources on SaaS intricacies, The Client sought an external partner to assist to ensure a smooth transition and efficient product development and turned to Scio for assistance.

>> The Solution

The first step in helping this customer move to SaaS was to define the full functionality of the SaaS product. The Client had a good understanding of the functionality that their customers in the SMB segment needed. However, they only had a rough idea of the functionality that had to be built into the application to manage and operate the SaaS model. So working jointly with Scio the company developed a full set of functional requirements and began planning the changes they would need to incorporate into their operations to support the new on-line model.

The second step in helping this customer was to define the technical architecture of the SaaS application. Scio supported the customer in designing a final application architecture, selecting a hosting provider and 3rd party components. The two teams worked together to define the application User Interface (UI) which resulted in the selection of Google Web Toolkit coupled with Ext GWT (www.extjs.com). A multi-tier architecture based on Web Services was selected to provide the foundation of the SaaS platform and enable the future integration of additional products. Java/ J2EE, Spring, and Hibernate were selected for the development toolkit, with Oracle for the database, RedHat Linux and Jboss for the web servers. In looking for a hosting provider, Scio helped identify and evaluate several providers that offer Managed Hosting Services for companies subject to HIPAA compliance. For this customer, one of the top five managed hosting companies in the US was selected as the hosting provider.

Over a six-month period, Scio worked with the company using a distributed Agile development approach; holding daily Scrum meetings and working in two-week iterations. At the end of beta phase, the company was able to launch their new product and sign-up their first SaaS customers.

EXECUTIVE SUMMARY

Customer Name

- Confidential – Leading health-care software provider for North America.

Industry

- Healthcare Information Systems (HIS)

Business Challenge

- > Expand product offerings and market reach, and reduce time-to-market and support costs by utilizing the SaaS model

Solution

- > In 6 months, Scio built a new SaaS product leveraging Google Web Toolkit, and Java/J2EE, Oracle database, Spring, Hibernate. VersionOne was used to provide Agile project management.
- > The Client's SaaS platform will serve as a SaaS product platform as they migrate or add additional products to the SaaS product suite.

Business Value

- > The Client was able to expand its customer base to mid-size hospitals and clinics.

Additionally, they expect to expand into new international markets in the near future.

- > The Client was able to quickly get to market with the right product and pricing model by leveraging Scio's experience to plan, design and develop its new SaaS offering.

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>> Business Value

As a result of the initial SaaS technical consulting services, The Client was able to quickly design and build a scalable proprietary SaaS platform and was able to focus its efforts on the SMB market needs for their new SaaS application. By architecting their SaaS product with small and large customers in mind, the application was built in a way that provides its customer base with configuration capabilities to meet their unique needs.

It is estimated that Scio saved The Client between 30-40% of the costs typically associated with building similar applications by leveraging their experience and 3rd party components. As a result, The Client was able to get to market 3-4 months earlier than expected and begin to capture market share.

>> Next Steps

The Client will continue to leverage the new SaaS model to enhance product features and expand its market share. Scio continues to provide Maintenance and Support Services to support the new platform and will provide development resources as needed to enhance system capabilities.

Services Provided

- SaaS Product Definition
- SaaS Product Development



Related Services

- SaaS Application Maintenance Outsourcing

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