



Web Enablement Towards Customer Satisfaction

3S USA, Inc. IT Services | BPO

Introduction

Our client is one of the nation's premier healthcare companies. Their family of companies delivers innovative products and services to approximately 70 million Americans. Their vast nationwide network includes 560,000 physicians (and other care professionals), 80,000 dentists and 4,800 hospitals.

Due to the use of a dated and inefficient registration system, our client was suffering huge loss of revenue and customer dissatisfaction. To streamline and smoothen the registration process, we transformed an existing, non-Web technology application into a Web technology-based solution.

Client requirements

The client performed a critical and complex qualification process using this dated system, leading to customer dissatisfaction and loss of revenue. The critical nature of the client's business demanded increased process efficiency, minimized application downtime and increased customer satisfaction. This was made possible with our solution of Web enablement.

Our Solution

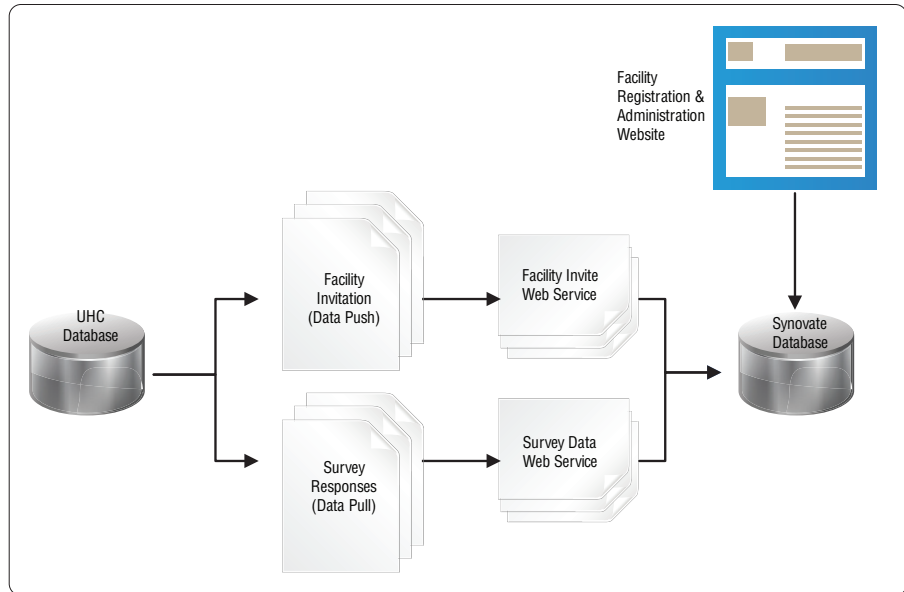
We transformed the dated application into a Web technology-based solution, utilizing the Internet to unlock the enterprise system data and application logic. Web enabling enterprise applications allowed both internal users and outside customers to access information conveniently.

Our multi-pronged strategic solution of the SOA based physician designation system (descriptive diagram below) composed of the following:



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- **Registration Website**

This website allows authorized facilities and administrators of the system to securely login, complete and submit their designation questionnaire. In addition it can be used for generating statistics on the number of complete, edit history and other canned reports.

- **Facility Invite Web Service**

This web service receives and responds to data feeds from the client's system.

- **Survey Data Web Service**

This web service pulls the completed questionnaire data from the Facility Registration Website. The data is provided in an agreed upon format and contains structured responses to the designation questionnaire.

Architecture

Using Microsoft .Net, Oracle 10g, XML, XSLT, Java, Spring, Xfire and SOAP, we developed, we developed a 3-tier application (descriptive diagram below) for the effective storage, access and presentation of data.



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3S USA Inc :

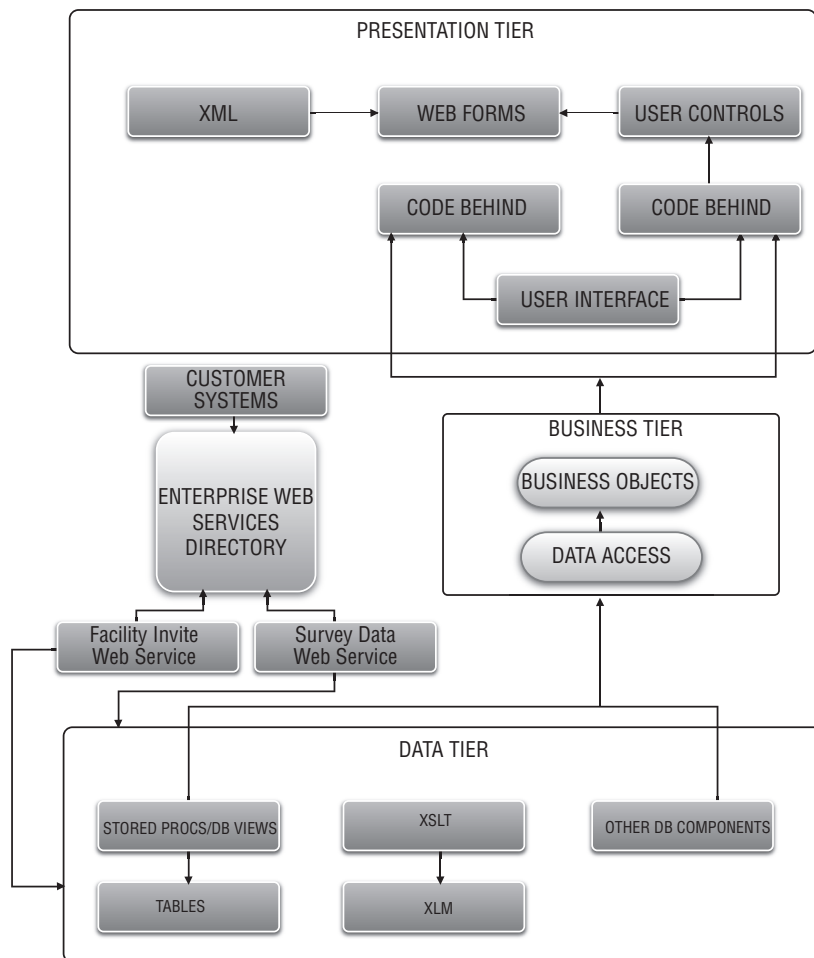
3S is an information technology service specialist assisting various industries design, develop and implement a wide range of technology-based business solutions. We are committed to deliver customized agile development solutions through our offices in US, India and China.

Technology :

SQL Server 2000

HTML

AJAX



Benefits

The Internet is transforming the society and the way people do business. The move to SOA and Web services allowed our client to rapidly respond to business opportunities by providing the following:

- An extensible system that could be easily managed
- An easy-to-use administrative process to monitor and report the overall registration status
- Data push and pull using SOA components
- Inbuilt event notifications
- Reduced time-to-process applications
- Increased customer satisfaction

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