

Improved customer retention by 50% through successful migration to a scalable web app for a leading healthcare cloud solutions provider

### About the Client

Founded in 1997, the client is a leading provider of cloud-based services for healthcare organizations

Client aces in providing innovative healthcare technology that connects clinicians, patients, payers, and partners in differentiated ways

The client's solutions help healthcare providers manage various aspects of patient care, practice management, and revenue cycle management

It serves over 60,000 medical providers across 60+ specialties in the US

### Business Needs

01

Improve user experience and optimize performance for the analytics application

02

Eliminate OS compatibility constraints and ensure analytics function consistency across all operating systems

03

Minimize dependency on Flash Player for dashboard

04

Enhance the data export capability of the application

05

Deploy a SaaS-based revenue cycle and EHR product with little to no downtime

06

Migrate from the existing legacy system to an advanced solution that offers seamless setup and enhanced security for users and their accounts

07

Improve scalability and responsiveness of the application

### Solutions



Facilitated migration of analytics application from desktop app to web app to overcome OS compatibility issues, installation, infrastructure, and performance issues

Enhanced data export capability to allow seamless export of more than 100 million records

Replaced the Flash dashboard with a new web-based version, offering enhanced reporting through modern graphs and charts and eliminating issues related to the end of life for Adobe Flash

Implemented MFA authentication to overcome security concerns

### Technology Stack



### Business Impact



**Boosted the client retention rate** by over 50%



**Enhanced the application's data export capability** to support export of more than 100 million records



**Eliminated OS limitations and Adobe Flash player dependency**



**Optimized application performance, user security, and setup experience**

## Cybage Healthcare and Life Sciences



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