

CASE STUDY



Established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

Vertical:
Healthcare

Region: US

Revenue: < \$100 Million

Key Challenges:
Limited expansion potential, limited multi-user functionality, and lack of data consolidation.

Platform Reengineering for a Premium Healthcare Management Software Company

About the Client

The client is a pioneer in healthcare management software, serving home- and community-based services for two decades. They've catered to over 70,000 individuals and 400+ organizations by streamlining administrative aspects of care through their proprietary agency management platform.

Executive Summary

The client wanted to expand their operations; however, their legacy systems were exuding limited potential. Therefore, they partnered with Techwave to help efficiently manage their data and deliver a highly secure and scalable platform.

Featured Technologies





Business Challenges

Despite the client's proficiency in providing home and community services, they were encountering multiple challenges, including:

- Limited expansion potential of the legacy MS Access platform
- Inefficient and intricate data management processes hindering data consolidation
- Limited multi-user functionality
- Lack of extensive support constraining the client from expanding their operations beyond the mid-western region

Techwave's Strategy & Solution

- Reengineering the client's agency management platform into a cloud-native, highly scalable, and secure platform based on AWS architecture
- Employing a multi-tenant and microservice architecture, providing a responsive web-based interface that adheres to HIPAA compliance and optimizes task efficiency
- Optimizing individual tasks to seamlessly integrate into the ecosystem, emphasizing an accelerated time-to-market approach
- Offering comprehensive platform support for vital functionalities such as Medicare, 30 and 60-day assessments, and PPS functionalities
- Providing support to legacy and individual agencies using the Electronic Visit Verification (EVV) system, accessible via web and mobile platforms
- Enhancing EVV-Utilization, improving usability and clear usage details





Business Outcomes

The client's platform became more service-oriented, cloud-native yet portable, and highly resilient. It enhanced business potential and market reach and significantly reduced system maintenance, resulting in higher reliability and improved user experiences.

\$46 Million+ Worth of claims in 2022

375+ Agencies and organizations served

235,000 Timesheets operated within 12 months

60,000 Clients and **90,000** Caregivers supported, showcasing scalability and efficiency

<3% Denial rate, outperforming both the state government (**18%**) and the client's legacy platform (**7%**)

About Techwave

Headquartered in Houston, TX, Techwave provides Global Technology and Engineering Services and Solutions to more than 600+ clients across 5 continents. Our expertise in Data & Analytics, Software Engineering, AI/ML, Cloud Engineering Services, and Strategic Sourcing provides the end-to-end digital capabilities that empower our clients to maximize the value realization from their digital investments. Our CMMI Level 5 and ISO 9001:2015 certifications demonstrate our ability to deliver excellence to all our clients.



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