

# Medical dictation and transcription provider modernizes for enhanced performance, higher customer retention and successful growth

Updated and modernized platform rewrite enhances website performance, increases stability

## RESULTS

- Efficient platform provides enhanced performance for higher customer retention and increased revenue.
- Ongoing support and maintenance cost has been reduced.
- Risk is mitigated and stability is increased by an upgraded and modernized platform.

## TECHNICAL SNAPSHOT

- Migrated expansive legacy system from Windows 2003 servers with failing hard drives to modern private cloud infrastructure.
- Modernized existing Microsoft platform system and upgraded to current C# .NET version.
- Extended system by building REST API and an iPhone application for doctors to dictate patient visits.
- Operate, maintain and support the software system including 100% of the infrastructure in a local data center.

## COMPANY

Our client is a technology enabled service provider of medical dictation, transcription, reporting, and records management for the health care industry. The security features of their system comply with HIPAA and HITECH standards guaranteeing patients' information is kept confidential and protected, while automating the process to save time and provide convenience for physicians.

## PROBLEMS

Our client had successfully delivered very high quality services for many years, but found that the platform now required modernization and upgrades to better meet emerging client requirements such as mobile integration and new service features. Coupled with high levels of existing and new client growth, this challenged our client to make some sweeping application and infrastructure upgrades.

## SOLUTIONS

Between software engineering and DevOps, Clear Measure provides the full 360 view of managing the customer's assets. First, the existing platform was modernized and mobile capabilities were established. New features have been added, such as external reporting and integration with other medical systems. The platform has been migrated with the addition of better database components and abilities.

## OUTCOMES

The new service delivery platform has increased stability and enhanced application performance. Full integration with mobile devices enable their clients to access a full set of application functionality via their mobile devices. Security and compliance are improved and continuously monitored. The system is set up for long term high data and user growth levels while supporting new features needed by the market. Competitive advantage is improved, meaning consistently new customers are engaged and retention rates for existing customers is increasing.

"Clear Measure's attention to detail while taking over ongoing development duties from our staff made the process smooth and well-orchestrated. They worked hard to understand our application as well as what we do, and they hit it out of the park."

Our Client's former COO