

Lien Resolution company significantly improves productivity with modernization to an existing system

theCompany:

S3 is a leading provider of lien resolution, settlement and claims administration services in the legal and health care industries. The company saves time and money for its clients by quickly and efficiently handling the complex case management and administration process associated with health care lien resolution in both individual and mass tort cases.

theChallenge:

S3 required a fully functional software engineering services to enhance their existing software application system. If any changes were made to the current system, it became tortuously slow. There were also many bugs in the system due to invalid data making it into the database, causing runtime errors. This method generated a lot of support tickets that required data cleansing. One feature enhancement, pivotal for S3's business growth, was to build a system to manage their class-action lawsuits and payouts. After careful deliberation, Clear Measure decided to include financial system integration, reporting and analytics integration, and a variety of additional enhancements at the direction of the client for complete business continuity.

theSolution:

Modernizing S3's system resolved many challenges with their application. Clear Measure initially developed a LightSwitch application for S3 to manage their lawsuit cases. At the time, it was the best decision due to budget constraints and requirement. Over the years, this system was not maintainable, and a new system was developed to replace it using .Net and N-tier architecture.

theBenefit:

Despite many challenges, Clear Measure was able to roll-out new features to the client when they needed and add functionality to this system without slowing it down. Modernization to their existing application also enabled S3 to provide a new service to their clients seamlessly. Furthermore, S3 now has a more efficient application, a lower cost of service delivery, a more productive workflow, better management, visibility, and control.

"Clear Measure helped me think about how to make my business more productive and efficient in ways I had never considered before – and then they delivered the software that made it happen." -Will Shapiro, CEO, S3