CASE STUDY

Digital Transformation Journey – Health Care Provider

Challenge

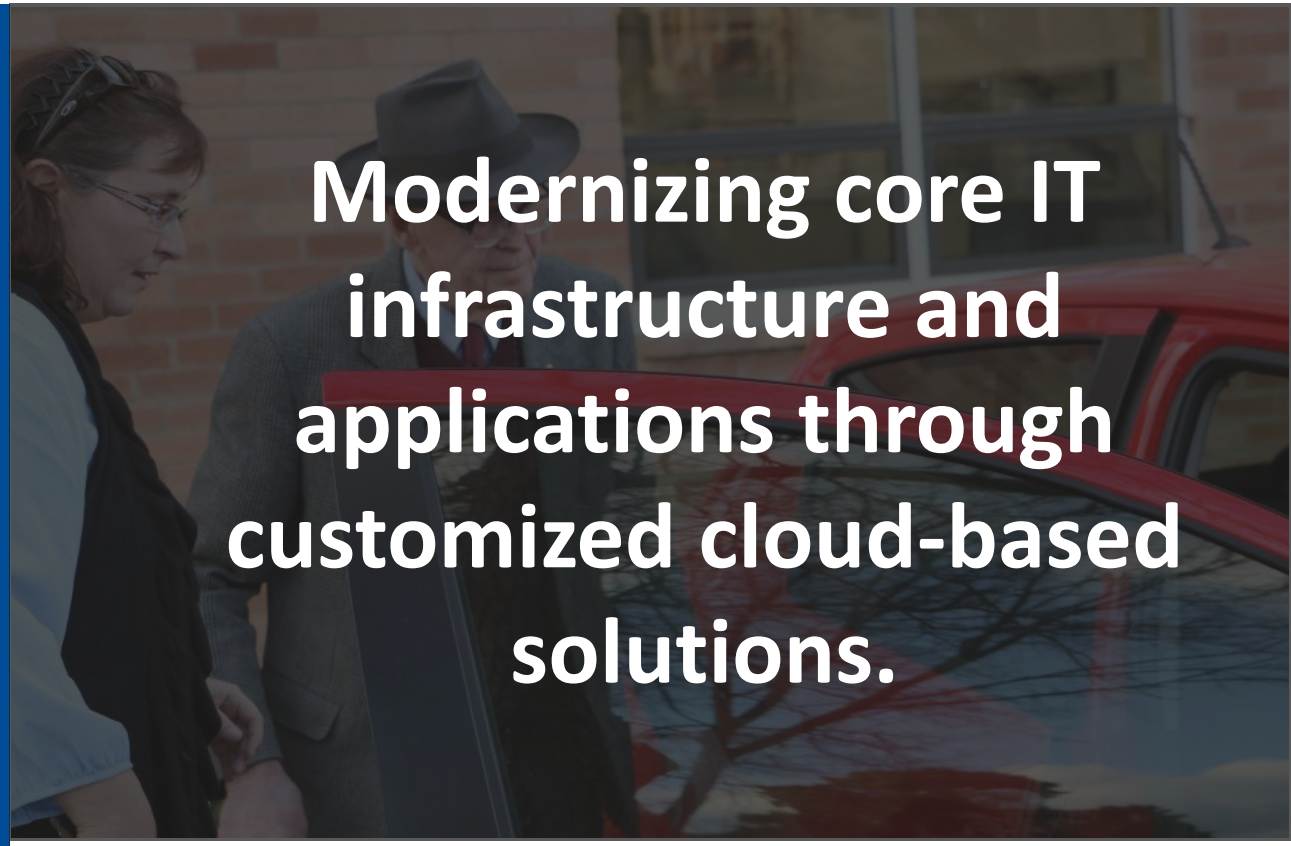
Non-emergency medical transportation services make access to healthcare easier for those in need. After a successful 2015, this healthcare provider set an ambitious revenue target of $1 billion by 2020 – doubling their revenue in 5 years time. Their outdated technology infrastructure was mixing DEV and PROD data, uncontained EDI issues, legacy application challenges, data integrity gaps, and more. With an impending AS400 legacy system overhaul planned, the organization needed an end-to-end solution for their core operational system.

Solution

Sense Corp managed several workstreams through a multi-year engagement to provide IT roadmaps, streamline EDI operations, optimize reporting capabilities, and assess the ambulance claim adjudications process. Most recently, Sense Corp delivered a custom Salesforce Lightning application to sunset their legacy operational system, including a Micrososft/.NET integration layer to propagate data to the Operational Data Store (also built by Sense Corp).

Value

Their investment in data and digital solutions for their technology systems have spurred record business growth. Their partnership with Sense Corp began with a one-day quick assessment and, many efforts later, the organization trusts Sense Corp as the preferred and trusted vendor for their digital transformation journey.



Key Technologies

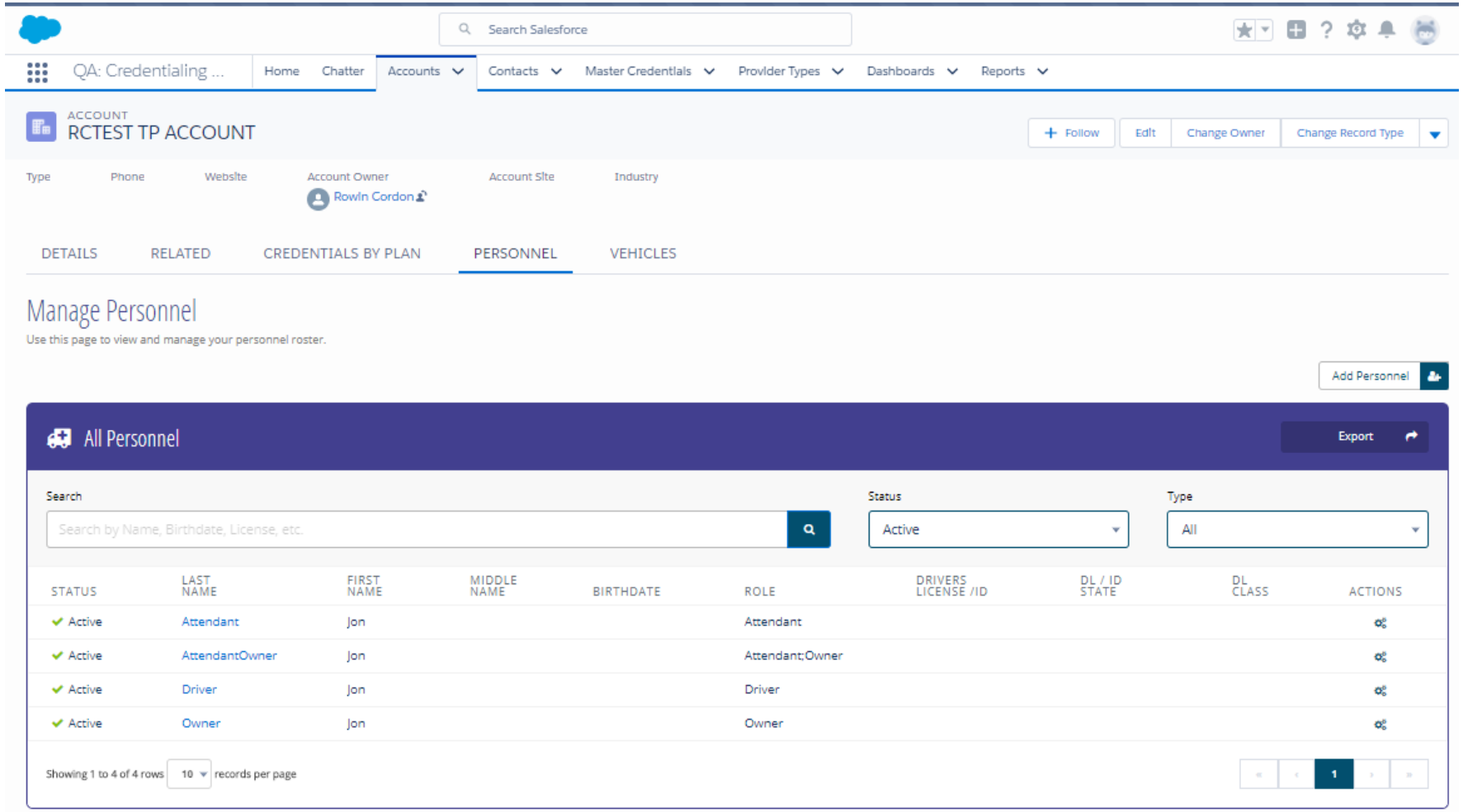
salesforce

Microsoft® .NET

SENSE CORP

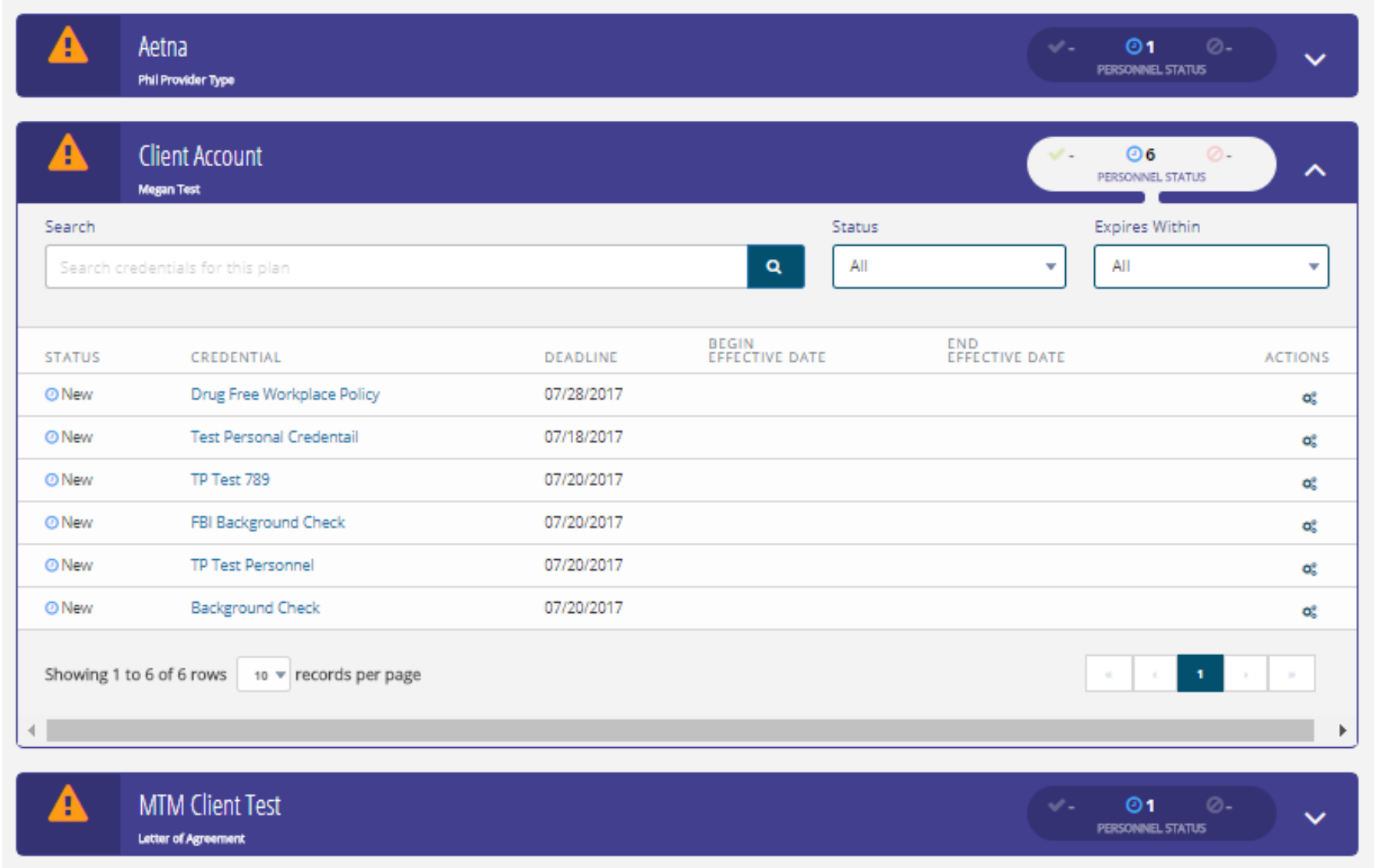
Supervisor Dashboard

Account management via customized on-boarding process



SENSE CORP

Credential Accordion Tables



Custom theming & look-and-feel

Lightning-based interface

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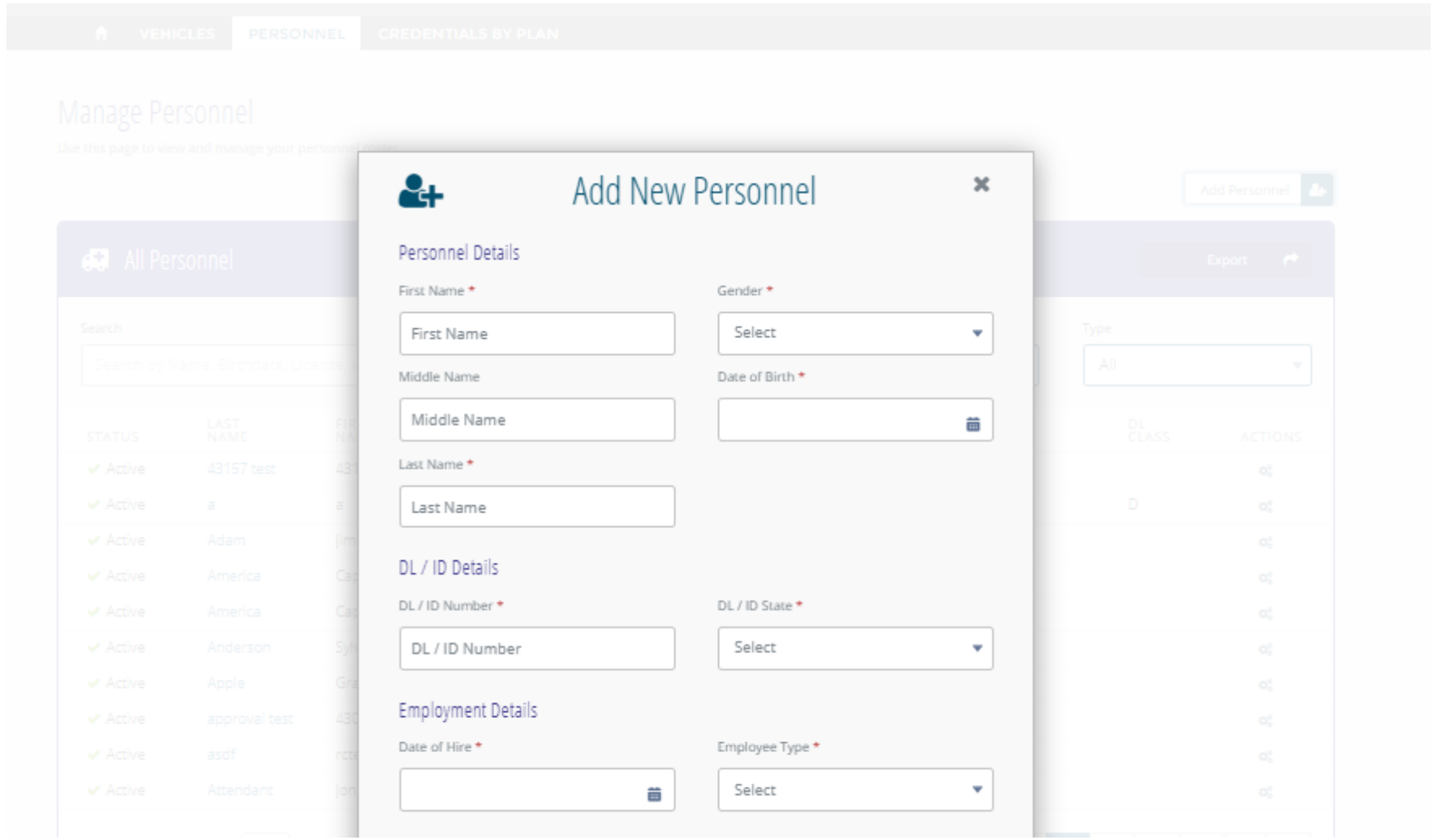
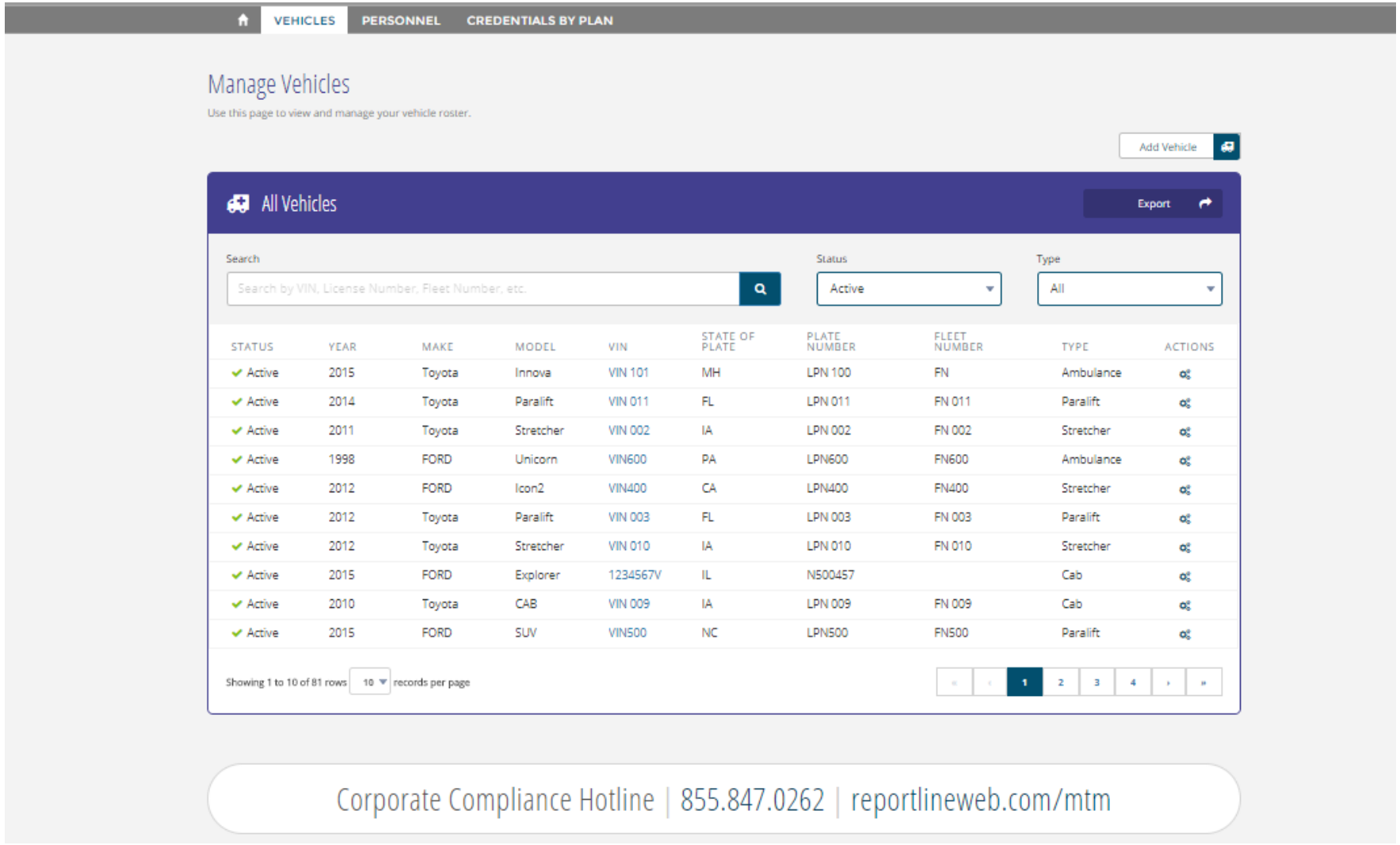
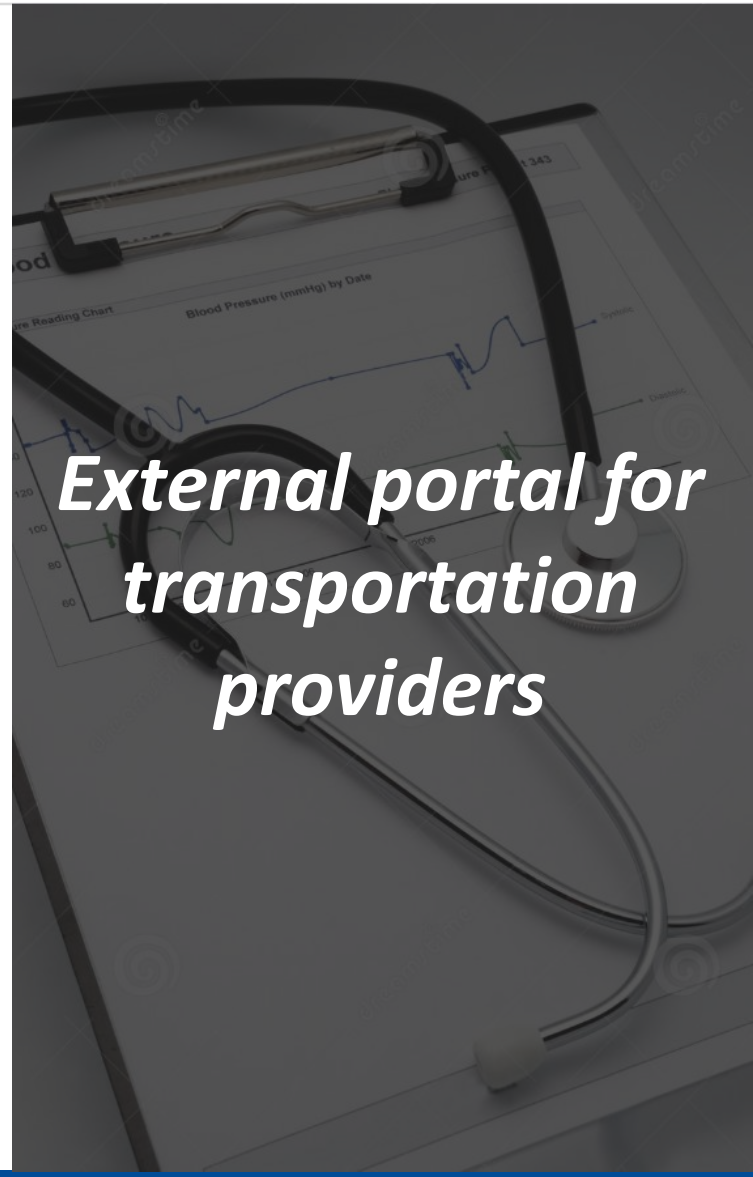
Personnel Modal



External Vehicle View





External portal for transportation providers

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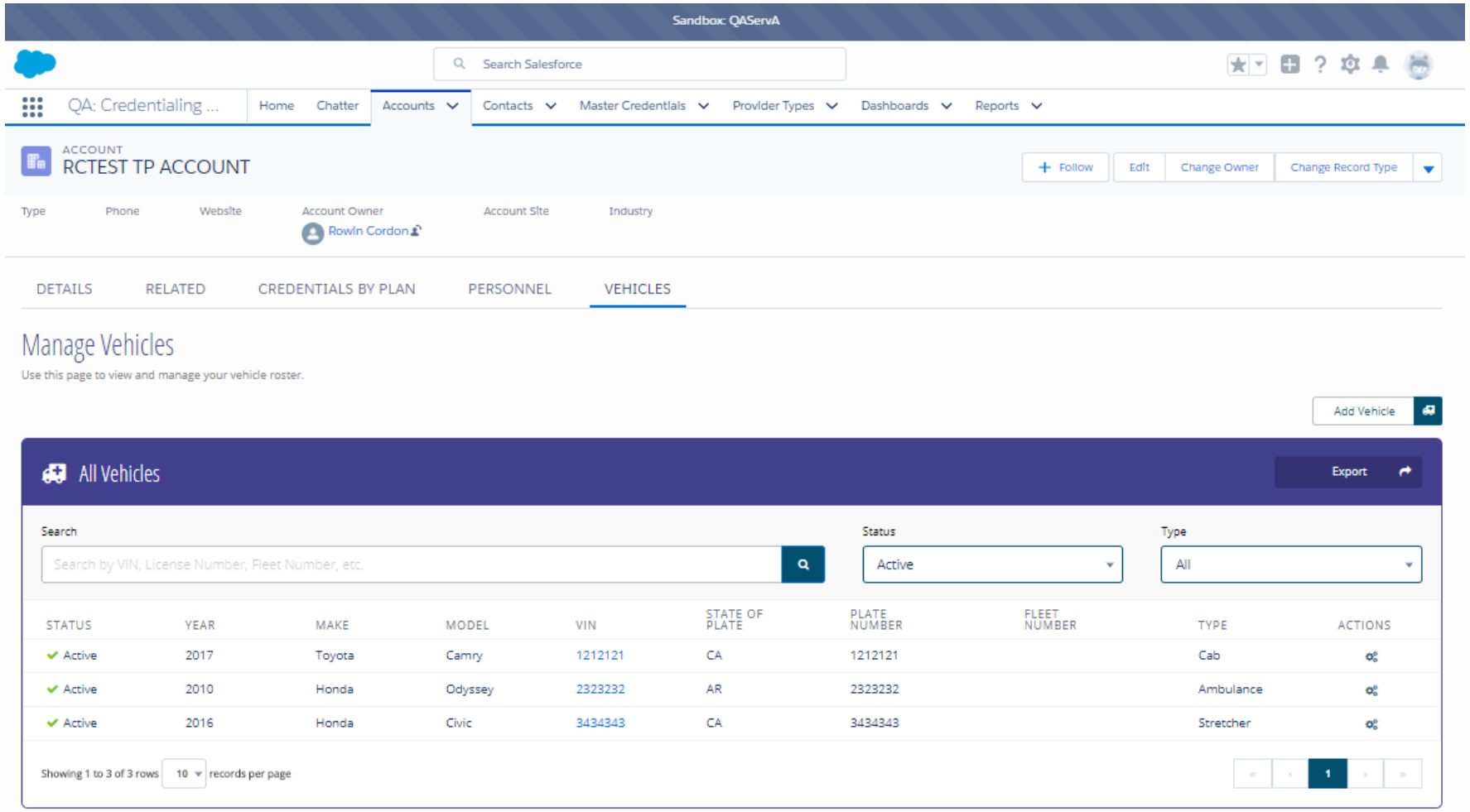
Internal Vehicle Management



Monitor vehicle performance to provide direct feedback

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