NxtGen Hybrid (Cloud & On-Prem) Integration for a Leading Healthcare Company

BUSINESS SCENARIO

The client is part of a leading American multinational conglomerate, and a medical service provider in the areas of medical imaging, monitoring and bio-manufacturing.

Despite over 25 years of experience, the client, like the rest of the healthcare industry was under pressure 'to do more with less'. This meant using innovative technology to not only compete, but also to improve the experiences of both clinicians and patients.

With IT systems heavily utilized across the value chain, the client needed a digital transformation to meet the increasing need for agility and to deliver more value.

KEY CHALLENGES

Top challenges faced by the client were:

Delays in authorization, documentation and processing time as a result of the existence of several different legacy technologies, impacted the client's agility and scalability.

An increasing operating cost of 17% YoY induced a vicious cycle of lower profits, lesser technology investments, and overall experiences that did not meet the expectations of internal and external stakeholders.

The client was, therefore, looking at a solution towards integrating and migrating these legacy technologies to a scalable and robust system, aiming to bring down the cost of integration and to keep up with the changing business landscape.

TECHNOLOGY STACK: Dell Boomi

SOLUTION

Tech Mahindra helped the customer to implement Dell Boomi in a two-phase approach.

- Phase 1: Migrate the shortlisted existing interfaces to Dell Boomi
- Phase 2: Build new interfaces through Dell Boomi

In Phase 1, about 120 interfaces were rewritten and migrated from Crossworld and WebMethods to Dell Boomi.

In Phase 2, a decision tree was built to handle new interfaces development. About 285 interfaces were built in Dell Boomi.

IMPLEMENTATION HIGHLIGHTS

- Besides building 285 new interfaces, Tech Mahindra extended 24/7 Operations support and Architecture support
- Design & management of Boomi architecture covered aspects like Authorization, Authentication and Traffic Management
- Development & Maintenance of Security Architecture
- Significant contribution in DevOps and Automation through 5 custom built accelerators
- Quick Adaptability to Changing Requirements without impacting delivery schedule
- Self-documented integration process in a centralized tool, for future reference and easy business expansion
- Built-in auditing and alerting capabilities enabled quick diagnosis and correction of integration problems

BUSINESS BENEFITS

15% Integration operation cost reduction, YoY

Licensing cost reduced by 50%

Processing time improved by 20%, increasing Operational efficiency

TECHNOLOGY BENEFITS

Document/ Record processing increased from around USD 4 Mn to over 12 Mn, with a pick of 16 Mn

Data processing increased from 2 GB a month to 25 GB, with a pick of 46 GB

Business worth USD 4 Billion managed through rapid migration, maintenance & ops support

ALLIANCE PARTNERSHIP

Tech Mahindra and Dell Boomi are Global Alliance Partners since 2014. Within Tech Mahindra's Integration space, we are a matured practice offering a wide variety of services, through solutions which include API Management, Cloud Integration, iPaas, Legacy Modernization, Omni Channel Integration, On Premise to iPaaS migration, Application Development and Re-engineering, Implementation Roadmaps, Product Selection, Program Management & ICC/COE Setup, and Building Frameworks.

For more information, connect with us at:

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Connected Experiences.