Podiatry Transformation: Appian's SaaS Solution - Boosting Efficiency, Cutting Costs, Maximizing ROI

MedProSync

Customer
Leading podiatry chain in Europe

Business Domain
Health care

Solution
MedProSync

Tech stack
Appian, MariaDB

Business Challenge/Need

Our client, a preeminent podiatry chain with a robust presence in the Netherlands, confronted intricate challenges associated with managing the dynamic landscape of treatment protocols, billing cycles, and varied podiatry scenarios. These challenges permeated all facets of their operations—strategic, tactical, and operational—given the extensive network of practices scattered across diverse locations. The situation was exacerbated by the existence of data silos within multiple Excel spreadsheets, and scattered individual solutions, preventing a cohesive and centralized understanding of the organization's data. Manual interventions, a prevalent aspect of their processes, introduced a notable margin of error, and the absence of real-time insights further compounded operational complexities.

Challenges

The client's expansive network of practices necessitated a comprehensive solution spanning strategic, tactical, and operational levels. The reliance on disparate Excel spreadsheets led to data silos, scattered individual solutions, hindering a holistic organizational view. Manual interventions in various business processes introduced errors, and the lack of real-time insights added layers of complexity to daily operations

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Solution

In response to these challenges, our adept team engineered a Multi-tenant Appian application, essentially a Software as a Service (SaaS) product. This innovative solution enabled the seamless onboarding of multiple clients, granting them access to the Electronic Patient Data (EPD) product. This sophisticated application not only adeptly managed medical data for patients but also automated appointment scheduling, billing processes, daily practitioner agendas, and dynamically configured treatment templates for various podiatry procedures.

Key Aspects of the Solution:

- **Automated Appointment Scheduling:** The application intelligently optimized practitioner schedules, ensuring appointments were assigned to the most suitable resources. This automation contributed significantly to the increase in daily appointments.
- **Billing Process Automation:** The solution streamlined billing processes, enhancing accuracy and efficiency. This not only reduced errors but also contributed to the overall profitability of practices.
- **Dynamic Treatment Templates:** The application allowed for the dynamic configuration and management of treatment templates. This flexibility ensured that the system could adapt to the diverse range of podiatry treatments offered by the client.
- **Comprehensive Reporting:** Real-time insights derived from comprehensive reporting provided operational managers with a granular understanding of practice performance. This feature empowered them to make informed decisions.

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Why Customer Choose the solution?

The decision to adopt the Multi-tenant Appian application was underpinned by several key factors:

- Scalability: The solution offered a scalable architecture, allowing the client to accommodate their multiple practices and locations seamlessly.
- Comprehensive Automation: The SaaS product not only addressed the immediate challenges but also offered end-to-end automation, from appointment scheduling to billing and reporting.
- Low-Code Development: Appian's low-code capabilities expedited the development and continuous enhancement of the application, providing a quicker time-to-market.
- Integration Capabilities: The solution seamlessly integrated with existing accounting and billing systems, reducing operational silos and ensuring a cohesive organizational overview.
- User-Friendly Interface: The user-centric design of the application resulted in a rich end-user experience, contributing to a significant improvement in team utilization and productivity.

The customer recognized the transformative potential of the Multi-tenant Appian application in revolutionizing their podiatry management processes. The decision was driven by a strategic vision to enhance operational efficiency, reduce costs, and position themselves as industry leaders in providing exceptional podiatry services. The robust features, scalability, and user-friendly design of the solution aligned seamlessly with the client's overarching goals, making it the ideal choice for their business transformation journey.

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Business Impact

Increased Profits: The implementation of automated appointment scheduling and optimized treatment workflows led to a notable increase in daily appointments. As a result, an impressive 83% of practices experienced a considerable uptick in their revenues.

Reduced Cost: The fusion of SaaS capabilities with Appian's robust low-code platform facilitated the rapid development of applications and continuous delivery. Seamless integration with accounting and billing systems further contributed to a noteworthy reduction in overall costs.

Informed Operational Decisions: Real-time insights gleaned from comprehensive reporting empowered operational managers to efficiently oversee and manage the intricate landscape of podiatry practices.

Improving Turnaround Time: The overall efficiency of each process witnessed a significant improvement, contributing to a streamlined and enhanced "Turn Around Time."

Rich End-user Experience: The end-user experience underwent a transformative enhancement, resulting in a commendable 40% improvement in team utilization and productivity.

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ROI Generated

1. **Revenue Surge**:
   - Automated appointment scheduling resulted in increased daily appointments.
   - 83% of practices experienced a significant boost in revenues.

2. **Cost Efficiency**:
   - Integration of SaaS and Appian's low-code capabilities led to cost-effective app development.
   - Seamless integration with accounting systems reduced operational costs.

3. **Operational Excellence:**
   - Streamlined billing processes and treatment workflows enhanced overall operational efficiency.
   - Real-time insights facilitated informed decision-making, optimizing resource allocation.

4. **Enhanced Productivity and User Satisfaction:**
   - User-friendly design led to a 40% improvement in team utilization and productivity. Improved efficiency and customer satisfaction contributed to customer retention and acquisition.