CYBAGE
Delivering Value. Scientifically.

eHealth Market Leader Gains Rapid User Adoption Through Turnkey Online Solutions and Workflows

About Customer

The Australian eHealth giant is a clinical and practice management software company. Digitally-enabled care using telehealth and consumer solutions are shaping a connected future for healthcare. Approximately 22,000 care providers that handle 50 million+ patient records are supported by a myriad of product offerings. The overall product portfolio spans ambulatory EMR & EHR (on premise and cloud variants), drug directory, care management, telehealth patient access, and more.

Business Challenges

- Existing complex ecosystem was **legacy and Windows-based**
- Integrated solutions required **constant software upgrades and patches**
- Siloed platform and lack of a cloud-based system **prevented seamless physician collaboration**
- **Facetime needed to be minimized or avoided** between patients and GPs due to the pandemic
- Existing cloud-based solution offered **prescriptions via the non-digital route**
- High-touch environment **impacted patient experience and holistic patient care**
- Major single-geography presence **needed to extend in the UK geography**

Our Solutions

- Rendered product engineering solutions for:
  - **Clinical workflows**- Built a turnkey web-based ecosystem to streamline
  - **Prioritizing patient and staff safety during COVID-19**- Built telehealth and teleconsultation solutions
  - **Viewing and updating vital clinical inputs**- Created a dynamic, multi-panel layout for GPs
  - **Seamless telehealth collaboration**- Integrated electronic health records
  - **Electronic prescriptions**- Digitized the paper-based platform

- Provided product management for cloud-based projects in Australia and the UK, areas include:
  - **Electronic Summary Records**
  - **Vaccine Administration**
  - **Care Plans**
  - **Business Intelligence**

Results

Over 2 million online teleconsultations provided	Over **$60,000** boost in software sales for the client	**50%** marketshare increase in the General Practitioners market	DevOps implementation **streamlined operations and customer service**
Rapid integrations with gradual transition from legacy to cloud-based	**Accelerated adoption** due to online offering as turnkey over the legacy systems	**Enhanced sales tracking and credit recoveries** using centralized Salesforce payments	New product line addition led to **elevated cross-sell opportunities**