

Name of the Project	Enterprise System for Beauty Clinic
Industry	Health Care
Technology	ASP.NET framework with Microsoft SQL Server 2000

Business

The business of the client is to deliver beautification related clinical services through 4 of their clinics located state wide. The existing system was completely manual without any IT systems. Every day, patients were treated without the benefit of even rudimentary electronic records, current results, or adequate scheduling. Long queues, duplicated efforts, and wasted resources were a regular occurrence.

Client felt the need for IT systems as they had planned to scale up their operations nationwide. The client was looking for a system which can take care of their complete business operations end to end which ranges from managing patient details, scheduling appointments, inventory management, clinic staff management, accounts management and extensive reporting facility.

Client

Client is a leading health and beauty care clinic providing variety of services to reduce the baldness using sophisticated modern medical equipments.

Challenge

At the Initiation of the program we faced two critical problems. Client was not aware of information technology processes and second being there was no well documented functional or business requirements document depicting their operations.

The project involved development of an enterprise system which will take care of their complete business operations which are closely interlinked. The main organizational and technological focus for the client was the transition from paper based operations to electronic mode of operations. The other goal was to streamline appointment scheduling in order to remove inefficiencies and improve personnel and patient experience.

Solution

- We provided an enterprise solution that supported all of the features that the customer was interested in
- The solution was based on Microsoft technology using ASP.NET framework and Microsoft SQL Server 2000. Business logic was embedded in database stored procedures and triggers. For clearer business logic, the Model –View- Controller architecture was employed
- Among end user priorities, emphasis was made on convenient entry and update of patient data. For improved data consistency, thorough input data validation was performed using client-side scripts, server-side checks, and database triggers
- The system provided for flexible security policy regulating user access to data and functions for various categories of users including managers, doctors, nurses, hospital support staff, and system administrators
- An important client requirement was to implement extensive reporting. The system features dozens of reports that may be conveniently viewed and printed from a pop-up Web browser window
- Speaking of project management, we found it useful for this project to engage elements of the extreme programming approach that included collective code ownership, programmers working in pairs, iterative development, frequent communication with the customer and emphasis on pervasive unit testing

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- Last, but not the least, a lot of effort was invested in making the user interface easy to customize to enable non-programmer system administrators to adjust the system's look and let users with certain privileges access exactly those kinds of data they needed (which may change from time to time) in order to minimize distraction and keep users focused on their task.

Benefits

The development and implementation was completed on time, at budgeted cost, and yielded greater measured economic benefits than promised. The system is the heart of their business operations and by deploying this system the client is reaping a big ROI in terms of patient satisfaction, business efficiency improvement in terms of both revenue and growth. Workforce management and align unwanted resources towards productive