

HMO builds a healthy web application using business-critical IBM System i workflows

In just four days, the HMO consolidates 20 IBM i screens into a single workflow

Healthcare

IBM System i (AS/400)

Booking Application

Founded in 1933, this Health Maintenance Organization serves over 10% of the population in its country of operation, through 320 medical centers and thousands of staff members. The HMO's highest priority is providing superior quality service to its members. It was the first HMO in the country to set up an entire administrative branch dedicated to the improvement of customer service, and it has won customer service awards for excellence in both care and service.



The Challenge

An IBM System i is at the heart of the company's customer service platform which is used by call center representatives for booking doctor appointments. Unfortunately, the 'green screens' made the application difficult to use and there was a steep learning curve.

AngularJS, and HTML. By using these best-in-class web technologies, the new application is extremely fast, responsive (suitable for mobile devices), and easy to maintain whenever new business drivers present themselves.



The Solution

Using OpenLegacy's platform, the HMO developed a new web application encapsulating the appointment booking process on the IBM System i. The new application took only four days to develop, and consolidates over 20 different user screens and business processes into a single streamlined web workflow.

OpenLegacy's web development environment automatically generated code that hid the complexity of the backend, and allowed the HMO's team to focus on developing the application's user interface. The development was done using OpenLegacy's platform and standard web technologies like JavaScript,



At first, we were apprehensive about developing web applications built on the IBM System i backend. OpenLegacy simplified development by generating code that's lightweight and easy to understand, and seamlessly integrates to the same web frameworks we use in other parts of the organization. Using OpenLegacy, we managed to expose transactions, and didn't have to compromise on performance or security, while dramatically improving development cycles.

CIO, Health Maintenance Organization



The Result

Cutting-edge technology without leaving the IBM System i behind

The HMO now benefits from using the most advanced technologies, without giving up on its decades-long investment in the trusted IBM System i platform. The use of open source technologies, together with standard, up to date web technologies, led to agile development and fast time to market. This resulted in cost savings, and positive ROI.

Improvement in employee productivity and customer satisfaction

With an application that's easy to use and a user interface that's familiar to today's web-savvy employees, call center representatives ramp up faster and complete tasks more effectively. These happier, more productive employees in turn provide better service to more satisfied members.

About OpenLegacy

OpenLegacy's Digital-Driven Integration enables organizations with legacy systems to release new digital services faster and easier than ever before. Connecting directly to even the most complex core systems, OpenLegacy automatically generates the digital-ready components needed to integrate legacy assets into exciting new innovations. With OpenLegacy, industry-leading companies release new apps, features, and updates while spending a fraction of the time and resources, so they quickly and easily become digital to the core.