



PM AM

# CASE STUDY

## Web Strategy & Development for Healthcare Hospitality System

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**Client** – NYSE listed provider of dietary software solutions for the healthcare industry.

## Problem Statement

Our client serves North American Healthcare (Acute and Long Term Care) Hospitality (Restaurants, Business Dining, and Catering) Corrections Education.

Our client was in the process of transforming the company into a knowledge and information based company using cloud based technology. An early adopter of the Software as a Service (SaaS) business model, Our client offered a suite of Microsoft Windows -Registered Trademark- and DOS based nutritional software programs designed to allow health care institutions, primarily LTC facilities, hospitals and CCRC's to more effectively and efficiently serve their residents. This software provided solutions in the areas of menu management, inventory control, production management, purchasing and cost control, documentation to reduce liability exposure. The software also addressed compliance with Healthcare Finance Administration (HFCA), Hazard Analysis Critical Control Point (HACCP) and other government nutritional guidelines.

## Key Software Features

- LTC Entities can manage their facilities recipes in real time.
- Having more than 15000+ inbuilt recipes along with their Nutrient values
- Integrate electronic recipes and menus to quickly get nutritional profiles, cost analysis and production forecasts join countless others using
- Track each individual's dislikes, preferences, allergies, extra items, living and dining locations
- Manage individual diet/texture/fluid types
- Perfect for health care and organizations that need personal tray card tickets.
- Nutritional analysis of recipes and menus make it easy for you to meet nutritional and regulatory standards
- Generate Production reports, based upon your exact needs to save money and reduce waste Print tray cards, menu tickets, cookbooks, nutritional analysis reports, week-at-a-glance menus, and a variety of other reports to document and streamline daily operations
- Calculate the cost of recipes and menus, keep track of inventory, and control purchasing with the financial component that integrates with your grocery vendors.
- Support multilingual at GUI + data level and new language can be incorporated without changing a single line of code
- Foods are updated with latest USDA and CNF nutrient values
- Support HL7 to import the patient data from facilities legacy hospital management system

## Solution

PMAM carried out a detailed study on our clients existing legacy solution and in coordination with the client documented the entire solution. The next stage was to identify the gaps and develop the specification for the new solution. It was critical for the design to provide a low cost, high performance, highly secure environment. PMAM architected and developed a SaaS enabled solution on a Microsoft platform to integrate several legacy solutions into a single streamlined system having each component designed to work independently or together to meet the unique needs of the client's customer.

**Key elements of the solution were high availability, scalability, and speed.**

Project Management and Collaboration between the US team, and PMAM's remote team were managed by PMAM proven methodologies and project management system (PPMS). The project was developed in an Agile environment with Daily standup calls with the teams. Rapid Prototyping tools were used to design and develop the solution and facilitate brainstorming.

## WEB STRATEGY & DEVELOPMENT FOR HEALTHCARE HOSPITALITY SYSTEM

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## Our Locations



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