

Future Processing

CASE STUDY



An Allocate Software Company

TIME CARE

 www.allocatesoftware.com

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ABOUT THE CLIENT

Time Care AB was founded in 1993 and is a leading provider of workforce management solutions, with a strong focus on the healthcare market.

Since 2009, Time Care has been a part of Allocate Software. Founded in 1991, Allocate is based in London and has offices in the UK, Sweden, Spain, Australia and Macedonia, providing solutions to over 400 healthcare organisations around the globe including 350 NHS organisations in the UK.

Working with hospitals, care providers, commissioners, community health and mental health services, implementing solutions in a wide variety of different setting, each one is unique and subject to its own demands and constrains.

With over 50% of the county councils (landsting) in Sweden as customers, Time Care has built an in-depth understanding of the issues and challenges faced by healthcare organisations on a daily basis. Our solution offers a modern web based software, which enables intelligent scheduling of staff, increases the rostering flexibility available to employers and meets the needs of patients as well as managers and employees.



FUTURE PROCESSING'S ROLE

We entered into partnership with Time Care when the company was already one of Allocate's branches. We came recommended as a reliable, outsourcing development partner.

Our primary goal was to make a new modern web interface to the Time Care Planning product for the Roster Administrator role that was using a legacy desktop application.

As medical personnel can choose when to work and for how long, they also need to fill their preferences into the system. Once this is done, the Roster Administrator has to prepare and approve schedules for individuals based on their preferences, whilst also taking into consideration organisational requirements, EU regulations and union agreements which place restrictions on staff, i.e. that one person cannot work longer than 40 hours a week.



BUSINESS PROBLEM THAT WAS SOLVED

We were responsible for refreshing Time Care's product according to specific needs.

Its aim was to help improve and streamline the process of identifying and deploying staff to fill available shifts.

The new responsive web user interface now successfully runs on modern technologies. It has streamlined the process of filling duties with the appropriately skilled staff, not only simplifying a complex process, but also ensuring no laws are transgressed. Moreover, the application has already started generating new businesses for Time Care.

The transition from desktop to web application delivered a number of benefits:

- **COST-EFFECTIVENESS:** users access the application via the web browser, meaning there is no need to support multiple systems as the app only needs to be developed for a single operating system
- **ACCESS FROM ANYWHERE:** web applications have no usability constraint, allowing users access from any location and on a range of devices
- **EASIER MAINTENANCE:** web based applications need to be installed only once on the server. Fixing and updates are easier, as once a new version or upgrade is installed on the host server, all users can access it straight away. This also allows for faster reactions to possible problems
- **ENABLED SAAS:** possible for the customer to sell the application as a hosted service.

 *We are extremely pleased with the cooperation. The team was able to quickly get used to the new application, boosting productivity. If problems appeared, they were being signalled right away, with suggested possible solutions. Our relationship with Future Processing can be without a doubt called a partnership since we felt like a part of their team. We wouldn't change a thing if we were to enter the cooperation again.*

RICKARD LINDSTROM
Development Manager

CHALLENGES

As with any project, there were a few challenges we faced on the way. One of them was a dispersed team, since we cooperated with developers from the UK, Sweden, Poland and, at the very end, Macedonia.

Initially, working in such a team was troublesome as far as implementing and, most importantly, following Scrum was concerned. However, in time, we learned how to effectively manage our daily work and everything worked out to our advantage, as we could utilise each other's knowledge.

Another challenge we faced at the beginning of the project was the migration of legacy code. The system is quite large

and has evolved during many years and some parts are quite complex and written in an old technology and not always well documented. But once we got to know the code, got a better understanding of the requirements and worked out our internal processes, we managed to reduce such situations to a minimum.

KEY SUCCESS FACTORS

The system ran on code which was incomprehensible at first. However, we took the initiative and decided to get to know it better. Once we did that, it dramatically improved and sped up the development process, making our daily work much more efficient.

At the beginning of the project a system architect of our team stayed at Time Care's headquarters and worked closely with the system architect at Time Care in order to observe and fully understand the system. That approach made it possible to together with the customer set up the technical architecture and platform and plan the work that had to be done. All this guaranteed a solid foundation to start the development as quickly as possible and quickly get up to speed for the team and be able to early develop functionalities that worked correctly and generated real business value.

We worked in agile methodologies with the Product Owner at on our client's side and the Scrum Master in Poland. The customer was very pleased with our experienced Scrum master that really helped the team to continually increase development momentum.

The majority of the development resources was provided by us. From the customer side a system architect and a user experience expert participated in the team to ensure that the company standard for user interface and system architecture were followed.

To show Time Care that we were as dedicated to the project as they were, we came up with various facilitations and improvements, including a better, more efficient calendar which their end-clients really liked. We took care of the front-end, so that the application is not only functional, but also visually appealing.

On Future Processing's side, the project was also supported by an Agile Coach who was on hand to offer advice in case of doubts concerning the process, and a Technical Advisor who was there to help us overcome technological challenges.

PRIMARY TECHNOLOGIES & TOOLS USED

- Visual Basic 6
- MVC
- IIS
- Selenium Web Driver
- Moment JS
- VB.Net
- HTML5
- JavaScript
- Robot Framework
- Visual Studio 2013
- C#
- SQL
- Kendo UI
- Team Foundation Server
- SQL Management Studio
- .NET
- CSS3
- BackBone JS



CAN WE HELP YOU SOLVE YOUR BUSINESS PROBLEM? CONTACT US TO FIND OUT. ▶



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