

Future Processing

CASE STUDY

HAS
technology limited



WWW.FUTURE-PROCESSING.COM

HAS TECHNOLOGY GROUP

 www.hastl.com

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INTRODUCTION

For several years now, Future Processing has been working in partnership with HAS Technology Group (a company previously known, and referred to in this case study, as CM2000), a market leader in the provision of innovative solutions to the UK's health and social care sector.

In this case study, we explore how Future Processing and CM2000 have worked together. We look at the development of a SharePoint-based document management system which was integrated into CM2000's existing CallConfirmLive! call logging system.



ABOUT THE CLIENT

CM2000 is an award-winning supplier of electronic monitoring, scheduling and point of delivery care management solutions to the health and social care sector.

CM2000 WORKS IN PARTNERSHIP WITH:



Since 1999, CM2000 has developed technology to meet the specific needs of the homecare market. Their software supports visit verification, staff scheduling, outcomes measurement, safeguarding, invoice and payroll management, and business intelligence reporting.

CM2000's flagship product, CallConfirmLive!, features time and attendance monitoring allowing Care Workers to log the

time they spend in Service Users' homes. Upon entering and leaving a Service User's home, a Care Worker either makes a quick unanswered landline phone call or uses an app on their mobile phone to swipe an RFID tag to log visit start / end time and duration. **The system has been helping Care Workers across the UK log their times this way for the last 16 years. Every week, the system processes on average 3 million calls.**

BUSINESS PROBLEM

CM2000 approached us with a requirement to implement a document management service for their customer base.

The aim was to allow care agency staff to manage important documents such as contracts, care plans, medical records, etc. for each recipient of care services and for each carer.

One of the challenges was the volume of data that the system needed to support. According to calculations, the system had to support around 2,500 locations with an assumed number of 1,000 clients each and 10-20 documents per client. This meant that the system needed to have the capacity to deal with up to 50,000,000 documents altogether.

CM2000 decided to use SharePoint as the back end storage for the service and Future Processing were requested to take care of the following main tasks:

- Developing an API that would allow for CallConfirmLive!'s integration with SharePoint's document management functionality
- Configuring the structure of SharePoint so that it met CM2000's current and future needs and plans

Development needed to integrate the SharePoint solution with the access control model and structure of the CallConfirmLive! system.



HOW FUTURE PROCESSING HELPED

Based on a detailed specification, Future Processing took care of designing infrastructure and developing web service. We conducted manual and automatic testing of the service and installed SharePoint and its farms on the Client's servers. We also provided some support in terms of adjusting processes to take account of SharePoint. The entire project took us about 2 months.

 *HAS Technology Group has successfully used Future Processing to outsource various development projects for its CM2000 business over a period of several years.*

During that time, we have built a good working relationship with the Future Processing team who offer excellent service levels delivering projects to specification, budget and time.

Future Processing have enabled the company to accelerate development of new products helping improve our product suite in a time frame which would otherwise not be possible. I have no hesitation in recommending Future Processing to other IT companies.

SIMON RIDER

Group Marketing Director,
Healthcare and Services Technology Ltd

PRIMARY TECHNOLOGIES & TOOLS USED

- SharePoint
- SQL Server
- SQL
- Web Service

THE RESULT

We have successfully developed a document management service allowing agency staff to effectively organise, administer and control their documentation.

Multiple agency users can now manually or automatically upload documents, attach them to a given Service User or Care Worker, as well as to download and delete them. System users can search for and return all records that have been uploaded for a particular person and can filter through the results using a number of criteria. Users also have the possibility of auditing all the document history which can be useful in case of any issues. In addition to this, admin users can report on storage used by care agencies.

The solution we provided is integrated within CallConfirmLive! which means that users manage their documents through a system they already know and are used to. The service is scalable with the only limitation being the hardware.



CM2000 ABOUT US



CHRIS GATHERCOLE

Development Manager,
CM2000

WHAT DO YOU THINK ARE THE BENEFITS OF CHOOSING FUTURE PROCESSING AS A NEARSHORING PARTNER? WOULD YOU RECOMMEND US TO OTHER COMPANIES AND WHY?

— Having a strong reference for a company always speaks volumes when choosing an outsourcing team to deliver business critical functionality. Our CTO had prior experience working with Future Processing which factored greatly into our decision to use Future Processing here at CM2000.

Since then we have benefited from the following:

- Good account management
- High availability of development teams
- Highly capable talented development professionals with exposure to a wide range of technology sets

HOW HAS WORKING WITH FUTURE PROCESSING ON THIS PROJECT IMPROVED PERFORMANCE OF YOUR BUSINESS?

— Future Processing have enabled CM2000 as a company to accelerate development of new products helping improve our product suite offering much faster than otherwise possible.

WHAT DO YOU LIKE MOST ABOUT FUTURE PROCESSING?

— Future Processing have been very accommodating with our requests, made possible by a very good availability of highly competent software development teams. With great account management and teams that form effective working relationships with in-house development teams the daunting task of working with external development teams is definitely a thing of the past.

In addition to development resource, CM2000 have also benefited from organised on-site security training delivered by security experts within Future Processing.

WHAT ARE YOUR PLANS REGARDING OUR FUTURE COOPERATION?

— CM2000 continue to use Future Processing's services and this is likely to carry out for the foreseeable future.

WHY DID YOU DECIDE TO OUTSOURCE IN THE FIRST PLACE?

— Outsourcing provides the flexibility to increase development resource to deal with high demand and decrease it to suit the needs of the business.



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



CONTACT US:

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