Robotic Process Automation

Working with next-generation healthcare applications requires next-generation technology. As healthcare applications support multiple workflows, testing these workflows and understanding where automation can enhance them becomes a key component for system optimization. This action occurs during the testing and evaluation phase prior to systems being implemented at a hospital.

PROBLEM

Our client services 9 million health beneficiaries. As applications were developed, they experienced a bottleneck in the development cycle and further noticed a lack of automation in the hospital usage. Manual testing exacerbated the bottleneck during development and the current outdated systems required an in-depth understanding of programming languages. The most critical piece missing in electronic health record (EHR) administration was the lack of knowledge of how to use robotic process automation (RPA) in their current systems to speed up processes.

SOLUTION

Our engineering team created an RPA strategy that met today's standards and the demand for future development and deployment. In auditing the technology stack, the team identified couple of challenges:

Technology was not capable of meeting its new mission and objectives

The technology used was resource-intensive and it required specialized skills

We put together a team of system engineers in collaboration with the client's representatives to champion RPA platforms and meet their challenges. In evaluating solutions and strategies, we decided on UiPath as the best RPA tool for our client's initiative. The UiPath solution is not only scalable, but it is also language agnostic. UiPath's flexibility allowed a variety of resources with multiple skill sets to leverage a state-of-the-art RPA platform.

Our solution allowed our client to explore how RPA could also be implemented in field hospital systems. This advantage enabled our clients to further benefit from inherent bot optimization capabilities. These capabilities allow the bots to become more familiar with the tasks assigned, in turn becoming more efficient with every deployment.

RESULTS

Due to the technology strategy and RPA expertise provided by Nolij, the client benefited in the following ways:

1. Able to cover 30% more workflows due to bot optimization

2. Cut testing cycles by 25% leading to faster deployment times

3. Client gained firm understanding of how to optimize current healthcare workflows via RPA due to testing workflows during the development cycle