



Healthcare portal for Employee Assistance program

THE CLIENT

The customer is one of the most successful global health and wellness companies. Since 2002, they have been working in close partnership with all levels of the National Health Service, including Primary Care Organizations, Strategic Health Authorities, GP Commissioning Groups and the Department of Health.

CHALLENGE

The customer offers employee assistance services (EAP) to a wide range of organizations around the world. EAP services are offered either directly to customer's organizations or through an intermediary such as an insurance company, as part of an organization's broader insurance package. These services are delivered through the following primary channels:

- Extranet site
- Telephone Counselling
- Face-to-face counselling

The online channel is used to drive address the employees concerns from the customer's organizations to the online world. The solution is based on SharePoint 2010. It has an internet facing zone for end users and an intranet based version used for administrators. It also has multilingual support for around 15 different languages and is globally available. It has different country specific sites which use content replication from parent site. It has an integrated online counselling module and content specific for counselling. The administration side of the site holds contract information for each customer and provisions new user accounts for accessing the site using forms based authentication. The business need was to add custom web analytics reports and other enhancements to the existing solution.

NOUS SOLUTION

Nous worked on maintenance and enhancements to the site which included developing custom web analytics reports, bug fixes and several other enhancements to the site. The project for enhancements was done along with the support and maintenance of the production system stream of work.

SOLUTION CONTOURS



SOLUTION APPROACH

The project followed agile methodology for execution. Nous collaborated with the client to come up with user stories and perform scrum planning. Along with this, there was also application support provided to the production environment. The client was using SharePoint 2010 version and 2013 version had already been launched. Hence, it was crucial to consider an upgrade path for each component being developed. A custom analytics solution was developed since analytics architecture was modified in SharePoint 2013. Custom reports were generated by extending data view web parts with customized XSLT. This directly used SharePoint data without the need for server side code. Nous also provided enhancements to the existing contract management system, another application on SharePoint platform.

BENEFITS

- Agile methodology of development ensured continuous delivery of artifacts
- Analytics reporting solution provided was light weight and was performing well and easier to maintain
- Custom filter web parts were developed to cater to specific filtering which allows the client to re-use this across several areas of the application
- Ease of use of Employee Assistance Services and increased employee engagement with the organizations

NOUS
INFOSYSTEMS

LEVERAGING INTELLECT

CMMi Level 5 SVC+SSD v1.3
ISO 9001:2008
ISO/IEC 27001:2013



Domain – Healthcare, wellness

Technologies – SharePoint Enterprise 2010, ShrePoint Designer 2.0, PowerShell 2.0

Deployment – Intranet, Extranet

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