



ZSL Case Reference

SQL Server 2008-based mobile solution allows healthcare organizations to improve productivity, patient care

“Our SQL Server 2008-based software-plus-services mobile solution has significantly improved the operational efficiency of our healthcare provider customers...”

*Guy Eisdorfer, Business Development Manager
Integrated Document Solutions (IDS)*

Customer: Integrated Document Solutions (IDS)

Web Site: www.idssite.com

Customer Size: 100 employees

Location: Fort Lauderdale, Florida

Industry: Healthcare



Customer Profile:

Integrated Document Solutions (IDS) is a healthcare-centric technology and services company that provides web-based workflow platforms and document lifecycle applications to automate the creation, distribution and management of documentation and patient information. IDS applications help healthcare facilities address the critical issues of divergent workflows, improving operational procedures, maintaining regulatory compliance, and making labor-intensive processes more efficient. While their primary focus is providing clinical reporting services, IDS has also developed a powerful IT infrastructure that is scalable for any enterprise. IDS' corporate headquarters is located in Fort Lauderdale, Florida, home to their support staff, development team and corporate management.

Software and Services:

- SQL Server 2008 Standard Edition
- Visual Studio 2008 Standard Edition
- ASP.Net

For More Information Call:

Guy Eisdorfer
(877) 500-8614, ext. 7135

The Challenge

Integrated Document Solutions (IDS) is a healthcare technology and services company that provides software-plus-services solutions for healthcare organizations. Developed in 2003 as IDS' flagship product, AbbaDox is a web-based workflow portal that allows healthcare providers, such as medical facilities, to rapidly and cost-effectively automate patient documentation processes, including streamlining distribution and collaboration of patient data. Medical personnel can securely view patient charts, track workflow status, electronically sign or reject reports, download lab results and distribute documents. Personnel have 24-hour access to patient records through the AbbaDox search engine, powered by Microsoft SQL Server, which allows patient records and documents to be located based on over 30 different search variables.

By late 2008, to stay competitive, healthcare organizations were looking for ways to save costs and improve revenue, while delivering higher quality patient care. Also, mobile applications had gained popularity, as individuals and organizations sought increased access to information. IDS decided it was time to scale the AbbaDox service offering to make it available through handheld devices, including mobile phones. IDS realized time to market was critical, so they searched for a trusted technology partner to assist them in extending AbbaDox to a mobile environment. IDS selected ZSL—a Microsoft Gold Certified Partner and a leading ISV specializing in custom technology solutions and services on emerging technology platforms—due to their proven track record in developing and delivering quality IT solutions quickly and cost-effectively.

The Solution

In early 2009, IDS partnered with ZSL to develop a custom ASP.Net web interface on Microsoft SQL Server 2008 Standard, using Microsoft Visual Studio 2008 Standard. Prior to scaling the web-based AbbaDox application to a mobile environment, IDS had upgraded AbbaDox from Microsoft SQL Server 2005 to SQL Server 2008 because of the enhanced capabilities. IDS had been so satisfied with SQL Server as a back-end solution that they did not consider taking the next



ZSL
www.zslinc.com
(732) 549-9770, ext. 805
sugalyam@zslinc.com
85 Lincoln Highway
Edison, NJ 08820

About ZSL:

ZSL (Zylog Systems Ltd) is a United States-based Microsoft Gold Certified Partner and Global Systems Integrator & Business Solutions Provider with 3,500 employees worldwide. ZSL develops and delivers enterprise IT solutions and services using emerging technology platforms to keep TCO low and ROI high. ZSL is a pioneer in business and technology solutions and innovation, with expertise in Onshore, Offshore & Near-shore technology solutions and services. ZSL serves a variety of industries, including Banking & Finance, Insurance, Manufacturing, Telecom, Pharma & Healthcare, Travel & Logistics, Media & Entertainment, Wholesale and Retail.

ZSL has been recognized and listed in CRN Fast Growth 100 for 2009 and was ranked 245th among North America's Top 500 Technology Integrators in the VAR Business 500 list. ZSL also won the "Top Technology Practices" Award for Excellence in "Greenware Computing." Founded in 1996, is headquartered in Edison, NJ, with offices in the US, UK, Canada, France, Germany, India, Singapore, Malaysia and Middle East.

ZSL

www.zslinc.com
(732) 549-9770, ext. 805
sugalyam@zslinc.com
85 Lincoln Highway
Edison, NJ 08820



step of growth with a non-Microsoft solution, such as Oracle or MySQL. Nine months later, Mobile AbbaDox was born, as a no-cost built-in feature of IDS' AbbaDox application.

The Benefits

Since October 2009, the IDS-hosted, SQL Server 2008-based Mobile AbbaDox has enabled healthcare organizations to improve patient care—by increasing medical personnel productivity and timely access to information. By extending the AbbaDox solution to a mobile environment, IDS has been able to provide its customers a new level of operational efficiency. For example, physicians can now perform patient-related tasks—such as sign reports and view patient chart data—from wherever they are in the hospital, instead of returning to a workstation to access AbbaDox from a desktop computer. With both AbbaDox and its mobile extension, Mobile AbbaDox, physicians can search for and retrieve information faster due to SQL Server 2008's enhanced query performance made possible by processor improvements, full-text search functionality, and more powerful relational data warehousing capabilities. By achieving timely access to relevant patient information through a mobile device, physicians are able to focus on the most important aspects of their jobs: providing quality care through face-to-face interaction with as many patients as possible.

Guy Eisdorfer, IDS' Business Development Manager states, "Since we released Mobile AbbaDox to market last year, our customer retention rate for AbbaDox has been 100 percent. Our SQL Server 2008-based software-plus-services mobile solution has significantly improved the operational efficiency of our healthcare provider customers, allowing them to securely access critical information on demand." Guy estimates that by utilizing AbbaDox and its mobile extension, Mobile AbbaDox, the average physician will increase his productivity by 30 percent. He states, "We were able to successfully scale AbbaDox to a mobile platform, and then deliver the data access speed medical personnel require to effectively do their jobs. The key to web applications is a high speed of data retrieval, which is why we built Mobile AbbaDox on the Microsoft .NET Framework with a SQL Server 2008 back-end."

From a solution support perspective, IDS developers have been impressed with SQL Server 2008's performance management tools and ability to manage stored procedures. In partnership with ZSL, IDS was able to bring Mobile AbbaDox to market faster than they expected. IDS is now able to provide its customers a greater capacity to care for patients, at less cost.

“The key to web applications is a high speed of data retrieval, which is why we built Mobile AbbaDox on the Microsoft .NET Framework with a SQL Server 2008 back-end.”

*Guy Eisdorfer, Business Development Manager
Integrated Document Solutions (IDS)*