



BRIDGING THE GAP BETWEEN  
ERP, CRM & EMR BY  
**DEVELOPING A ROBUST &  
INTEGRATED MEDICAL PMS**



# Background

While managing the modern medical facility, it is essential to consolidate all information related to patients and doctors into a single platform so that medical professionals can easily navigate important details about patients and other information. Most clinics rely on different software like ERP and clinic management software; this leads to overlapping processes, dispersed data, and inefficiencies. Our client was a specialized software provider that intended to tackle these challenges by incorporating the power of SAP into a clinic management system.

## Business Challenge

The client wanted to develop a robust and integrated medical practice management software that can bring core processes, records management systems, and day-to-day routine processes together. Still, the development of a conceptually new all-in-one solution is a challenge by itself.

Building it on top of the powerful, industry-leading solution like SAP makes it even more difficult, especially when you want to provide affordable access to such a solution for customers of any size and potential.

Developing a software system with features like scheduling, accounting, customizable database, intelligent forms, various treatment plans, document management system, prescription management, dashboards, and reporting ensuring security standards is challenging.

Other challenges also come with the integration of the solution with the vast variety of medical imaging devices and platform compatibility, for example, Integrations with SAP, X-Ray, and the other medical equipment, as well as an overwhelming number of features and interaction / interconnections between them that tech-team is supposed to handle and test.

The challenge was to bridge the worlds of ERP, CRM & EMR through one product.





# Business Solution

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The client wanted to build an SAP-based web & mobile application that could be used as a basis for the further adjusted/tailored software automation of clinics/hospitals /medical universities.

Such complex problems meant a complex solution. However, we ensured that the complexity remained hidden from end-users in a well-built system.

We worked with the client to develop the right methodology to ensure the success of the complicated software project.

In the early stage of software development life cycle (SDLC) planning- a huge number of tasks were to be completed with budgeted developer resources.

To solve this challenge, Digicode gathered a team of select developers with a maximum positive attitude, diligence, and track record. It allowed the team to perform with 150% effort, especially during the phases that required extra-last miles.

## We also split the roles of Product Owner (PO) & Product Manager (PM) between different persons to ensure :

- 1 Long term planning
- 2 Detailed task description is done
- 3 Increase the convenience of development for the tech-team

During the rapidly growing phase, IT infrastructure and DevOps maintenance & the number of Production-environments are the key challenges. But continuous integration (CI) and continuous delivery (CD), Advanced Quality Assurance (AQA), Monitoring & Alerting semi-automated systems helped to decrease the human-factor influence.

Digicode worked with the client to build one of the most powerful solutions in the market, available on all devices and platforms, which has an extensive set of features including: scheduling, best-in-class accounting, customizable database, smart forms, a variety of treatment plans, document management system, prescription management, dashboards, and reporting, along with a rich set of administrative features, and all of this within a highly secure environment.

### Working with SAP

While using SAP Business One as an integrated business management software, the complexity of the system increased due to thousands of interconnected features developed during several previous years. This led to the requirement for an extremely large regression testing procedure.

**We adopted a flexible partial testing approach along with Advanced Quality Assurance (AQA) to minimize periods of development-testing-release cycles.**

# Business Benefits

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1

The software solution that Digicode developed is intuitive, easy to use, highly secure, yet flexible, most importantly, it is scalable with built-in EMR solutions for aesthetic clinics, dental clinics, ophthalmologists, dermatology, medical specialists, general practitioners and more.

2

Digicode helped the client define a path that allowed them to make the most out of SAP Business One's best-in-class accounting system and to fully integrate it with the client's vision of modern medical practice management.

3

The end product or solution is not just all business, it's a serious medical tool that sets the standard for new state-of-the-art technology in the area of Practice Management Software.

4

A complete software solution delivered that could bridge the worlds of ERP, CRM & EMR through one product.

5

This solution has a Built-in EMR system for aesthetic clinics, dental clinics, ophthalmologists, dermatology, medical specialists, general practitioners and more.



# About **DIGICODE**

Digicode is a Custom Software Development and Tech Modernization company based in Dallas, Texas. For over 10 years now, we have delivered world class results aided by our professional objectivity, flexible engagement models, and bespoke solutions.

With our solution-oriented approach, deep understanding of the business goals, and proven operating processes, we genuinely understand customers' needs and help them discover and benefit from new opportunities using tech.

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