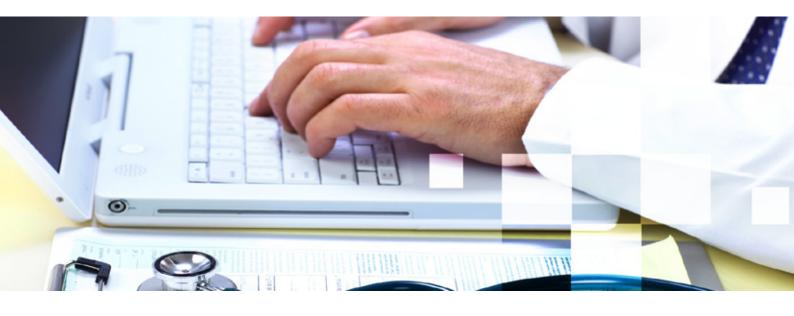OpenLegacy

# Healthcare

HMO builds a healthy web application encapsulating business-critical AS/400 workflows



"We were apprehensive about developing web applications built on the AS/400 backend at first. OpenLegacy simplified development by generating code that's lightweight and easy to understand, and seamlessly integrates to the same web frameworks we use in other parts of the organization. Using OpenLegacy, we managed to expose transactions from the AS/400, and didn't have to compromise on performance or security, while dramatically improving development cycles."

**Founded in 1933, this Health Maintenance Organization serves over 10% of the population in its country of operation, through 320 medical centers and thousands of staff members. The HMO's highest priority is providing superior quality service to its members. It was the first HMO in the country to set up an entire administrative branch dedicated to the improvement of customer service, and it has won multiple customer service awards attributed to its devotion to excellence in both care and service.**

## The Challenge

At the heart of the company's customer service platform is an AS/400 application used for booking doctor appointments. All call center representatives use this legacy application to book and manage appointments.

Unfortunately, the user experience of this application was in need of improvement. Call center representatives encountered a steep learning curve due to its lack of user-friendliness, and their productivity was hampered while trying to master the "green screens.

## The Solution

Using OpenLegacy's OpenWeb module, the HMO developed a new web application encapsulating the appointment booking process on the AS/400. The new application took only four days to develop, and consolidates over 20 different AS/400 user screens and business processes into a single streamlined web workflow.

## About OpenLegacy

OpenLegacy enables enterprises to quickly and rapidly extend and transform legacy systems such as AS/400 and mainframes to the web, mobile and cloud. A standards-based open source development platform, OpenLegacy lets developers solve high impact business problems quickly, giving enterprises a new-found agility and opening the door to creative new solutions at a low cost and with a high rate of success.

Position your company for the future with OpenLegacy.

OpenLegacy's web development environment automatically generated code that hid the complexity of the backend, and allowed the HMO's development team to focus on developing the application's user interface, making sure the experience was user-friendly and easy to learn. The development was done using OpenLegacy's intuitive point & click user interface, and standard web technologies like JavaScript, AngularJS, and HTML. By utilizing these best-in-class web technologies, the new application is extremely fast, responsive (suitable for mobile devices), and will be easy to maintain whenever new business drivers present themselves.

## The Result

**Cutting-edge technology without leaving the AS/400 behind**
The HMO now benefits from using the most advanced technologies, without giving up on its decades-long investment in the trusted AS/400 platform. The use of open source technologies, together with standard, up to date web technologies, led to agile development and fast time to market, resulting in cost savings and positive ROI.

**Improvement in employee productivity and customer satisfaction**
With an application that's easy to use and a user interface that's familiar to today's web-savvy employees, call center representatives ramp up faster and complete tasks more effectively. These happier, more productive employees in turn provide better service to more satisfied members.



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