



# IT Services for Healthcare IT Company

## PROJECT DETAILS

 Other IT Consulting and SI

 Nov. 2019 - Ongoing

 Less than \$10,000



*"The Ahex team is extremely dedicated and understands what is required from the customer success perspective."*

## PROJECT SUMMARY

Ahex Technologies provides IT support services that streamline the existing technology of a Healthcare IT company. The team provides full-stack development and design support.

## PROJECT FEEDBACK

Within two months of partnering with the company, Ahex Technologies was able to productively pick up support and enhancement requests. Regular weekly meetings ensured a seamless workflow during hand-over and post-transition phases.



## The Client

Please describe your company and your position there.

I am the founder of Hygieiasoft, a company developing IT products for Healthcare

## The Challenge

For what projects/services did your company hire Ahex Technologies Pvt. Ltd.?

To provide IT support for my Healthcare software product

What were your goals for this project?

To streamline the existing features implemented in the product so that customers can use it without any issues.



**Sanadiip Kumaarr**

Founder and Director, Hygieiasoft Pvt Ltd



Healthcare



Bengaluru, India

### CLIENT RATING

**5.0**

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0





## The Approach

### How did you select this vendor?

Reference for Ahex technology came from family and friends.

### Describe the project in detail.

iHygieia product was developed for Practitioners and hospitals in alternative space. It was designed and developed over a period of time and some of the technologies used were legacy and had issues making it work with the latest microservice architecture implemented in the product.

This project is to streamline and enhance existing features in the product so that new features can be added.

### What was the team composition?

Full-stack developers, designers, and Architects.

## The Outcome

### Can you share any outcomes from the project that demonstrate progress or success?

Ahex team has shown extreme dedication in understanding the existing architecture and implementation of the product. Within 2 months team was productive in picking up support and enhancement requests. They have also helped us to move the entire codebase and infrastructure to a new setup and that too without impacting business even for a single day.

### How effective was the workflow between your team and theirs?

Extremely effective. From the very beginning, the team interacted with each other during the handover phase and also post-transition, a regular weekly meeting was in place to manage the workflow.





## What did you find most impressive about this company?

Dedication of the team and flexibility. Ahex team is extremely dedicated and understands what is required from the customer success perspective. They are also very proactive in keeping everyone informed about the progress, risks, and issues. Their proactive approach and flexibility have played a big role in handling some of the critical issues in the product.

## Are there any areas for improvement?

Knowledge of Business and how the product is being used in customer setup will help the Ahex team to come up with more innovative solutions and improve application usage by customers.

