A leading Healthcare Information Technology (HIT) vendor needed to integrate and stabilize a recently-acquired product, addressing performance issues while supporting existing customers. The vendor needed to supplement the existing internal resources with a team that was familiar with the technology and the market, in order to help support the product through the transition.

The Challenge

The Development Manager was faced with integrating a recently-acquired product into the flagship clinical product suite. At the same time, current users needed to be supported and several performance issues needed to be resolved. Due to restructuring and competing demands, it soon became obvious that the existing team would need help addressing the performance and support issues while they completed the integration work. The Development Manager knew that in order to be successful, they would need strong technical resources who were already familiar with the technology and clinical software.

The Solution

The Development Manager contacted Genzeon for help, and Genzeon was able to provide expert-level resources with a strong background in the technology and general clinical workflow. Forming a focused support team, the Genzeon engineers quickly identified and corrected several memory leaks that had been degrading application performance and causing system downtime. Based on that success, the Genzeon team was given ownership of critical go-live cases for the product, working closely with clients to identify the root causes and provide standard or custom fixes quickly. The team also implemented several key performance optimizations in the base product.

The Results

The Genzeon team significantly improved the performance of the application and reducing downtime. Important go-live customers received a level of support that would otherwise not have been possible during the transition period, and customer satisfaction increased. The expertise of the Genzeon team also allowed the vendor's in-house staff to focus on key integration and development tasks for the next release.

About Genzeon

Genzeon Corporation builds advanced and customized Healthcare Information Technology (HIT), Performance Engineering, and Technology software solutions for clients in healthcare, commercial, financial and public sector organizations throughout the United States and across the globe. Our advanced engineers and technologists help solve our clients' most critical business challenges with flexible, scalable, next-generation technologies that enhance and optimize their systems to meet their organizational needs now and into the future.

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