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### **Business Domain**

Team Formation, Healthcare and Life Sciences

### **Project Type**

SaaS

# **Smart Team Formation: 100+ Clinics Optimize Patient Management with Tools Built by 50+ Experts**

## **Client**

The Client is one of North America's largest private SaaS companies, offering a suite of tools for practice management in the healthcare sector. Over 100 clinics use the tool to improve office workflow with enhanced patient scheduling, staff productivity checks, etc.

## **Project**

Building an expert engineering team to develop and maintain an ecosystem of tools for medical practice management.

## **Objective**

Form a team of 50 software developers to develop different software tools within the Client's ecosystem. The Client required 60% of the team to be assembled within the first three months from the project launch.

## **Team Reinforcement**

A dedicated team of recruiters headed by a hiring Team Lead implemented smart team formation methodology for a large scale Offshore Dedicated Team® (ODT®), allowing to meet the tight project timelines. Positions required: Manual QA, DevOps Engineer, Business Analyst, QA Automation Lead, Senior Project Manager, Full Stack Developer, Technical Project Manager.

# Challenge

Clinics, hospitals, and other medical facilities lacked improved business performance and enhanced patient satisfaction with the existing appointment scheduling process. The Client decided to address this gap, which required a rapidly assembled, multidisciplinary engineering team to implement a software solution for streamlining appointment booking, rescheduling, and cancellations, ultimately reducing reliance on phone-based interactions.

Due to the high complexity of the project and the lengthy specialist onboarding and adaptation process, the client needed to hire 60% of the team within the first three months.

Each specialist had to possess healthcare domain experience and a proven background in enterprise-scale projects. An intelligent recruitment approach was necessary to select a large volume of qualified specialists in a tight timeframe, providing minimized time to market.

## Quick Facts

- ✓ 7 years of continuous cooperation
- ✓ Onboarding 60% of the team members in the initial three months
- ✓ Team formation from the early stage to a team of 50 professionals

### Technologies

AWS / Microservices / .NET Core / React / SignalR / Entity Framework / HTML5 / JavaScript / TypeScript

# Solution

## ★ 01

A dedicated recruitment team with a profound understanding of the Client's product specifics and IT labor market conditions.

## ★ 02

State-of-the art recruitment tools: leveraging diverse job boards, social networks, and specialized platforms to attract top-tier candidates for the Client's project.

## ★ 03

Tailored strategy as per Client's project objective: innovative team formation approach and a dedicated team of recruiters headed by a hiring Team Lead.



## Client Reference



*Intetics team of software developers brought more than 28 years of experience both in the healthcare and technology industry to our solution so that our clients can manage their workflow and engage with patients cost-effectively.*

## Benefits and Results

- ★ An engineering team of 50 experts to develop and maintain an ecosystem of tools for medical practice management. 60% of the team members were onboarded in the initial three months.
- ★ The collaboration spurred the creation of new products within the Client's ecosystem to enhance patient engagement.
- ★ Most project developers serve as qualified experts in the medical domain they are involved in while creating software products.

### Techstack:

AWS, Microservices, .NET Core, React, SignalR, Entity Framework, HTML5, JavaScript, TypeScript

### Team: 50

Project Manager, Team Lead, System Analyst, UI/UX Designer, QA, DevOps, Full Stack Developers, Front-End Developers, Back-End Developers