Shinetech Software, Inc. | Secure Medical, Inc. Case Study

Seamless ODC collaboration with U.S.-based healthcare systems provider

What started out as a small .NET application development project turned into a four-year collaboration, during which Shinetech provided an Offshore Development Center (ODC) and .NET application expertise for an industry-leading healthcare systems provider.

SHINETECH SOFTWARE

Dedicated ODC development simplifies outsourcing for Secure Medical, Inc.

The Client

Secure Medical, Inc. (SMI) is a Tempe, Arizona-based technology company that focuses on telemedicine healthcare systems and kiosk information solutions. SMI provides custom software development for various HIS environments such as web (SaaS, hosted or distributed), desktop, embedded and kiosks. SMI has completed hundreds of projects that required extensive experience in diverse software environments and numerous software development tools and technologies.

The Problem

In 2009, SMI was in need of .NET resources for some urgent application development work. They wanted to collaborate with a company that could evolve into a long-term development partner. They tested Shinetech on a small pilot project that involved building out a web-based application for a patient-doctor communication portal with support for video and voice conferencing.

The Solution

After evaluating SMI's project requirements, Shinetech recommended the build out of an ODC that would work as an extension of SMI's IT department and assigned a dedicated senior .NET developer to the task. SMI was so pleased with the project outcome that they continued their collaboration with Shinetech by expanding the ODC team to provide on-demand .NET, PHP, ios, android and kiosk-related development resources. The team's healthcare technology expertise and experience facilitated working with third-party hardware integrations, and they used iterative and incremental development to keep pace with project changes. Prototypes were applied to some larger projects to streamline scale. The process followed agile methods for transparency, and project updates were provided to SMI every three days.

The Results

Since that initial collaboration in 2009, Shinetech's ODC team has worked on more than 50 development projects for SMI, from legacy systems development and maintenance to self-service solutions. Shinetech has taken on varied levels of complexity and challenges with each project, including e-commerce website maintenance/upgrade, donation system development, sensor management system development, and product presentation system development.

"...The professional relationship with Shinetech has been beyond our expectations. We have shared a wonderful experience working with their highly competent and flexible team, which has always been alongside [us] during critical deliveries and implementations. The project management practices and open communication with the team provided us with transparency into the progress of the work being carried out."

Rei Carvalho, CTO
Secure Medical, Inc.,
and Phoenix Kiosk