Healthcare

Team Software Delivers Digital Automation System for Maccabi Healthcare Services Using AgilePoint

Decreased referral response time by over 950%, leading to thousands of users entering the new digital app.

950%

Uptick in referral response rate

2 Days

From 21 days down to 2 days
Response time, from the moment of referral until the appointment at the institute

Situation

The Malam Team software division of Team Software has successfully completed the implementation and deployment of a digital solution that automates and services processes and forms for Maccabi Healthcare Services' Child Development Institutes by using AgilePoint, a Low-Code Automation Platform (LCAP), exclusively represented by Team Software in Israel.

The project, which lasted several months, included integration into the organization's existing online systems, creation of company-specific internal and external interfaces, and development of custom digital forms, process kits, and mobile applications. The system now serves members of Maccabi Healthcare Services.

"AgilePoint really opened the door in my mind about how I can take this great tool and apply its efficiency and productivity improvements to other things".

Joe Schroeder
Sr. Manager, Engineering Services

The Challenge

"Registering and setting appointments for the Child Development Institutes is a critical business operation for us and a vital service for our customers. Since it requires a long chain of approvals and coordination with various parties, the need to simplify the process for our customers was imperative".

Avi Ben Harush
Director of Digital Development
Maccabi Healthcare Services

"Automating the customer-facing and internal interfacing cricital business processes."

The Solution

"With the new digital solutions, created with AgilePoint, customers no longer have to print our wide set of mandatory forms and questionnaires and go through the process manually. Instead, they now work in a completely digital environment using mobile forms and a digital process to populate the required data, which is then automatically sent for review and approval from other required third parties.

For example, in the process of requesting an appointment to the Child Development Institute, a member fills out the application form in the mobile app, attaches all relevant files, and then sits back as the application is automatically sent to other parties by email or SMS. After the application is confirmed by the various third parties, then appointments are coordinated."

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Why AgilePoint

"We Chose AgilePoint, after we tested and compared a number of solutions, and found that the AgilePoint solution contains the most both wide and deep capabilities for our digital requirements along with the most wide and experienced install base and reference in the Israel market and worldwide.

Though its no-code drag & drop rich capabilities, the product also provided us the option to fully customize using low-code, as well as a powerful BPM and automation behind it, which allowed us to fully customize it to our tailored needs, while having a sustained solution fully supported by the products as it is based on standard, modern, and industry leading languages and technologies such as HTML5 and others alike. In addition, Team Software, AgilePoint's exclusive distributor in Israel, has a large and experienced team of experts, which was important to assure and support our success, especially with the project timeline and strategic view for Maccabi Healthcare Services."

Avi Ben Harush | Director of Digital Development | Maccabi Healthcare Services

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Automated Complex Processes

The system manages and automates complex processes, while sending reminders to any party that delays in fulfilling its part, and assuring activities are completed within the required time.

Multiple System Integrations

Included integration into the customer's existing online systems, creation of company-specific internal and external interfaces.

Improved Productivity + Efficiency

Significant reduction in customer service time and cost of patient care.

Truly Drag-and-drop

Though its no-code drag & drop rich capabilities, the product also provided us the option to fully customize using low-code, as well as a powerful BPM and automation behind it.

About AgilePoint

AgilePoint is the industry's first all-in-one intelligent process automation platform for the enterprise. The AgilePoint platform helps companies enable an agile operating model to dramatically improve operational performance, accelerate time-to-market, expand employee engagement, unlock innovation, and improve quality.

While most iBPM and RPA automation solutions handle only specific categories of applications, AgilePoint has been architected to address all application requirements on one single platform. As a result, AgilePoint clients require fewer low code tools and IT support resources, delivering the industry's lowest total cost of ownership.

Our industry-first (or unique) model-driven abstraction design has proven to slash delivery time by up to 90% compared to other traditional approaches. With over 1,000 global clients, many of the world's best brands trust AgilePoint to drive their agile transformation programs.

"Bigger out-of-the-box intelligent process automation platform for the enterprise."