# IT Staff Augmentation for Healthcare Company

## PROJECT DETAILS

🏷 IT Consulting & SI

📅 Jul. 2012 - Ongoing

💲 Confidential

> " *"They have effective approaches to resolving challenges and difficulties during the project."*

## PROJECT SUMMARY

Insigma Hengtian Software Ltd. works as a healthcare company's IT support. The engagement started with about nine members from the vendor's team.

## PROJECT FEEDBACK

Insigma Hengtian Software Ltd. has been collaborating with the client for over 10 years and the client is pleased. They deliver high-quality work on time, as well. They have an effective approach on resolving challenges and take accountability for the work assigned to them.

## The Client

### Introduce your business and what you do there. What does your business do and what is your role at your company?

Our company specializes in Customer Communication Management (CCM) and provides solutions for Customer Experience Management (CXM) for the Healthcare and Financial Services industries. We are also one of the largest digital printing companies in the U.S.

I am one of the Senior Director of Software Engineering in the company, in charge the product research & development and product delivery for various clients.

Sr. Director, Healthcare Management Technology Company

Healthcare

201-500 Employees

Los Angeles, California

CLIENT RATING

### 4.5
Overall Score

Quality: 4.0

Schedule: 4.5

Cost: 4.5

Would Refer: 4.5

## The Challenge

### What business challenge were you trying to address with the vendor? What is the main reason you hired the service provider?

Given the increasing cost of hiring IT resources from the local market, we were keen to be more cost-efficient as an organization and considered software outsourcing to address such a challenge. Hengtian was able to mobilize the project team in a short period with qualified resources.

# The Approach

## What was the scope of their involvement?

We started the engagement with Hengtian by requesting an initial small team working on assigned tasks for a few months and that turned out to be satisfactory.

From there, Hengtian began to get more involved in the full project life cycle of software development, including requirement analysis, solution design, customized development, testing, maintenance & support, etc. and they integrated and collaborated with our teammates in the U.S., Indian and China very well.

The projects relate to both products for external clients and applications for internal use.

Technologies used in the projects included but are not limited to .Net, Java, Python, React, Vue, etc.

## From the service provider's side, what was the team composition helping on the project?

At present, there are 9 team members working on the project I'm managing directly. In addition, there are over 20 resources on projects for other business units in the organization.

Their roles include project manager, technical lead, software development engineer, test engineer, business system analyst, DBA, etc. Most of the Hengtian resources work offshore in China and there are also a few onsite resources working in our office in LA.

## How did you come to work with the vendor?

We did research online looking for potential vendors. By comparison with other suppliers, Hengtian stood out with their proven experiences and strong capabilities in serving other global clients like us, and their rates were a good value for us.

### What is the status of this engagement?

The partnership is still ongoing.

## The Outcome

### What evidence can you share that demonstrates the impact of the engagement?

We started with a small team as a proof of concept, and now there are around 30 dedicated resources working on several important projects. The relationship has been in existence for 10+ years and trust has been built across of all levels of the organizations on both sides.

### How did the vendor perform from a project management standpoint?

Hengtian offers fully functional project teams understanding elements of how to make a project successful. They deliver with high quality and on time.  They have effective approaches to resolving challenges and difficulties during the project.

### What did you find most impressive about them?

They take accountability for the work assigned to them. To ensure the project is executed smoothly as per plan, they sometimes sacrifice their personal time to work at nights and weekends, which we appreciate.

### Are there any areas they could improve?

Communication was a challenge at the beginning of the engagement. However, we have seen notable improvement over the years, and this is no longer a concern.

**Insigma Hengtian Software Ltd.**

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