



## CASE STUDY

### HCCS TimeSheet Solution Development & Implementation

#### QUICK FACTS

##### INDUSTRY:

- Healthcare Technology

##### SELECTION CRITERIA:

- Current & comprehensive SharePoint expertise
- Coaching and training services
- Price
- Flexibility

##### PLATFORM:

- HyperTeam TimeSheet Solution

##### TECHNOLOGY:

- ASP.NET + SQL Server

#### CUSTOMER PROFILE

Our Client, Healthcare Coding & Consulting Services (HCCS), is one of the country's premier providers of remote coding services. HCCS's certified HIM professionals help hospitals around the country quickly and accurately complete their daily coding, auditing and clinical documentation needs.

#### EXPECTATIONS:

Client's main expectations regarding the solution:

- Reliable & integrated time tracking solution
- Supervisors easily review and approve times
- Management reports
- Flexibility - easy to scale & accessible anywhere

#### CHALLENGES:

For several years, our Client searched for an updated time tracking solution for remote employees. This upgraded solution was critical, because changes in HIPPA regulations were soon requiring that

employee wages be calculated by the hour, rather than by the job. Thus, our Client needed a solution that could accurately and reliably track employee work hours. Unfortunately, they struggled to find a product that worked in their SharePoint environment. HyperTeam was therefore hired to develop an application. This customized solution needed to be accessible from anywhere, serve a large number of users, generate reports, span over multiple time zones, scale easily, comply with regulations from multiple states, and integrate with existing applications.

#### ABOUT HYPERTEAM

Using their experience in both business and IT, HyperTeam's staff of knowledgeable consultants & highly trained programmers work together to develop enterprise Cloud applications that solve the most critical issues facing businesses today. With these applications, HyperTeam helps organizations all over the world improve performance in areas like sales, project/order management, HR, & customer service (just to name a few).

*HyperTeam is a Microsoft Certified Partner and ISO 9001:2008 Certified company.*

## HYPERTTEAM'S SOLUTION:

To meet the Client's needs, HyperTeam successfully customized and implemented a .NET based TimeSheet solution. This was done by:

- 1. Providing Comprehensive Consultations** – Before development, the Client's needs were assessed and clarified through several in person meetings. Through these consultations, we were able to thoroughly understand their needs, develop a relationship with the Client and the Client's 3<sup>rd</sup> party vendor, and conceive an extensive project plan.
- 2. Dedicating a Responsive Project Team**– A team of expert consultants and developers was dedicated to the Client's project to ensure quick responses and a timely completion.
- 3. Coordinating with Internal IT & 3rd Party Vendor** –HyperTeam worked effectively with the Client's internal IT staff and a 3rd party vendor to develop a custom fit solution. All feedback was welcomed by our team and incorporated into development decisions.
- 4. Thoroughly Testing the Solution** - To ensure the final product met the Client's needs entirely, HyperTeam's highly skilled developers ran exhaustive tests on the system.

## BENEFITS:

The Client's customized TimeSheet solution is highly reliable, has a responsive design, and provides an exceptional user experience. It is integrated into the Client's Microsoft Office 365 environment, as well as their existing in-house applications. The solution is accessible from anywhere and accurately tracks employee work hours, work locations, breaks, and paid time off. The Client benefited from the solution immediately, which resulted in expanding the project from one department to all departments. The solution is now used by over 200 employees on a daily basis. The initial system provided a handful of arrogant reports, but after a few months of success, HyperTeam deployed an ADP report. This report provides the Client with additional benefits, because it is easily uploaded to the ADP payroll system, which uses the report to calculate all employee wages.

## EXPERIENCE:

With the help of the Client's professional IT team, we were able to handle the regulatory environment changes during the project. Testing was key, and thus our exhaustive tests and the Client's valuable feedback greatly contributed to our success. As with many of our applications, collaboration is a major benefit. Now, the Client's employees, management, HR, and even ADP can work together smoothly and efficiently using the customized TimeSheet.