



Case Study

RAPID DIGITALIZATION WITH LOW-CODE

How Mercy Technology Services digitalized a high volume approval process and reduced the processing time from 2 weeks to just 2 days



7000

Approval requests /month

30000

Touchpoints/month

80%

Reduction in approval time

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As a small group of developers that handles ad-hoc requests across the organization, we needed a solution that would allow us to create solutions quickly. WaveMaker provided a flexible solution that allows us to model, design, and create web-based solutions that pass all security checks of our organizations' requirements quickly and efficiently. ”

Brian Finley,
Director, Application Development, Mercy Technology Services

Mercy
Technology Services

The Company:
Mercy Technology Services

Industry:
Healthcare

Location:
United States of America

Mercy Health is a not-for-profit health care organization founded in 1871 by Sisters of Mercy. Currently, it operates in four states of Arkansas, Missouri, Oklahoma, and Kansas.

Mercy Technology Services(MTS) is the technology backbone of Mercy. From Electronic Health Records(EHR) to data analytics to online services for its patients, MTS supports a broad array of services in health care.

CHALLENGES

Approval processes in Mercy Health Care were manual and archaic. A spreadsheet was emailed around to get approvals before any change could be entered into the HR system. From time to time, emails or paperwork would get lost in someone's mailbox and eventually would become hard to track and maintain.

On the other hand, the Mercy group grew from being just 10 hospitals to around 32 branches in just a couple of years. The approval process however did not scale up. It needed to pass through at least 5 levels of hierarchy and was often delayed. If done correctly, a single approval process took almost 2 weeks to complete.

The process was simply not scalable. Moreover, retrieving and entering information into the HR system manually was painful. Considering the fact that Mercy was handling almost 64000 approvals a year, this timeline was simply not feasible for them.

In its attempt to speed up the approval process, Mercy IT team needed to come up with an application that could handle the hierarchies and the sheer volume of approvals.

The Personnel Action Form(PAF) is an application that was put in place to replace this manual process.



SOLUTION

MTS evaluated several Rapid Application Platforms(RAD) and chose WaveMaker for its speed and ease of use.

WaveMaker was used to create a web-based application called the Personnel Action Form(PAF) that digitalized the entire process of collecting information and sending it for approval to concerned personnel.



The PAF system obtains information from the user and submits the details for approval. Documents supporting the approval process are uploaded. Once an application is submitted, it follows the organizational hierarchy right up to VP and subsequently the HR. The HR system is automatically updated without any intervention from the user.

The initial module of the PAF system was built with just 2 developers(one front-end and one back-end developer). The front-end was developed in merely 6 weeks. The application also creates reports in PDF or excel format and the PDF Reports were generated by integrating Jasper with WaveMaker.

RESULTS

By automating the approval process, Mercy Health was able to reduce the approval time from 2 weeks to just a few days, almost an 80% reduction in processing time.

PAF has evolved from being a simple and basic form to now allowing additional flows such as incentive payments to its employees. From catering to employees only, it has expanded its scope to include contractors, physicians on contract, and even students.

What is remarkable is that the PAF system is now capable of handling more than 7000 approval requests per month. Each approval is viewed by approximately 5 people i.e around 30000 touch points per month prior to committing the changes in the HR system.

The success with the PAF system prompted Mercy to add two new modules using WaveMaker:

- Incentives and programs that could digitalize the process of incentive approvals that in turn get automatically linked to the payroll process.
- Employee review applications were also built which allows HR to dynamically create questionnaires and forms for employees without having to revert back to IT. It was taken to production within 4 months using just 2 developers.

SUMMARY

Mercy Technology Services chose WaveMaker low-code after careful evaluation of several other tools and found WaveMaker to be developer-friendly and easy to use. Faster development and seamless integration with external systems allowed Mercy Health to go from manual to digital quickly. It not only helped the organization scale up the approval process to handle large volumes but also made the entire process frictionless.

To know more, write to us at info@wavemaker.com

