



## Charter Global

# **CASE STUDY** – Consolidating and Managing Home Care Provider Agencies' Operational Tasks

### About the Client

A home care provider agency approached Charter Global with a problem of consolidating and managing various operational worklist items. Charter Global proposed a solution of an Operational Worklist Dashboard, which would scrape all worklist items from the client's data store and create necessary tasks that the home care provider agencies would need to perform.

### Project Goals

Charter Global developed an asynchronous batch jobs framework with ETL design principles using Hangfire. This configuration-driven framework allowed for the configuration of the source system (SQL Server), target system (PostgreSQL), job execution time (cron expressions), and necessary transformers needed. This framework helped the client consolidate all the operational items spread across various source schemas to the target PostgreSQL database.

### Key Challenges

Charter Global faced several challenges in developing this solution. Firstly, the operational items were spread across various schemas in SQL Server, making it difficult to consolidate them. Secondly, providing an efficient front-end design that allowed users to quickly navigate to necessary operational items and complete tasks was a challenge. Lastly, the solution had to be highly scalable and meet the WCAG 2.1 AAA/HIPAA standards.

## Project Description

To ensure high availability, Charter Global suggested docker deployments and assisted the client in doing CI/CD deployments using TeamCity and Jenkins.

After the data consolidation, Charter Global developed an Angular-based frontend web tool that was integrated into the client's system using SSO. To enable quick navigation to necessary operational tasks, Charter Global suggested an IFrame solution approach. The entire solution was developed and tested for WCAG 2.1 AAA standards.

## Results

Charter Global's Operational Worklist Dashboard solution successfully helped the client consolidate and manage various operational worklist items. The asynchronous batch jobs framework allowed for efficient data consolidation, and the Angular-based frontend web tool enabled users to quickly navigate and complete necessary tasks. The solution was highly scalable and met the WCAG 2.1 AAA/HIPAA standards.

## Why Charter Global

Charter Global's Operational Worklist Dashboard provided an effective solution to the client's problem of consolidating and managing various operational worklist items. The solution was developed with a focus on efficiency, scalability, and meeting necessary standards.

## About Charter Global

Founded in 1994 by Murli Reddy, Charter Global, Inc. has grown to a team of nearly 1000 consulting professionals dedicated to mid-market and enterprise success in the digital economy. With 28 years of experience, we've executed over 100 successful projects, refining methodologies for industry-leading solutions. Our client portfolio spans industries such as pharma, manufacturing, telecom, finance, healthcare, media, entertainment, airline, energy, retail, and hospitality. Headquartered in Atlanta, GA, with offices in the U.S., India, and Serbia, we're well-positioned to help businesses transform in a rapidly changing world.