

Case Study

Meuhedet HMO realizes 60% call center productivity improvement

Improves customer satisfaction and increases efficiency with OpenLegacy's platform



60%
call center employee
productivity improvement

50%
reduction in training time
for new employees

Meuhedet is an Israeli HMO. It has over 250 clinics and medical centers, offering traditional healthcare in addition to workshops, training, physical activity, and preventive medicine.

Healthcare ■ IBM i (AS/400) ■ Web



The Challenge

Making IBM i functionality available on the web

Technological innovation is a key pillar of its customer satisfaction strategy and overall company success. Its labs process over ten million tests a year with same-day results texted to its patients. It operates a 24-hour call center for inquiries and appointment bookings; patients can view laboratory test results and make appointments on Meuhedet's website.

Its customer service platform uses an IBM i application for booking doctor appointments. Hundreds of call center representatives and members access this legacy application through a web application built on top of it.

The user experience of this application was needed modernization. Call center users encountered a steep learning curve due to its lack of user-friendliness. Web application users could not access many features available in the IBM i application such as rescheduling and canceling existing appointments.



The Solution

Streamlined user experience and increased functionality through the OpenLegacy platform

Meuhedet turned to OpenLegacy to improve the usability of the call center application, and add functionality to the customer facing web application. In just four hours, they used OpenLegacy's platform to create a web application encapsulating the process of scheduling a basic appointment.

Impressed by the fast turnaround, Meuhedet expanded the scope of implementation. Within seven days they developed a web application featuring two different workflows for scheduling a doctor's appointment. The new web application includes the entire functionality available in the IBM i application.

The new application features a streamlined user interface. Now, the web application provides an improved customer experience and features that did not exist in the original application: Calendar view, unified search, auto-complete, and a navigation

menu. The new interface also merged several screens into a single web page, for faster and easier navigation. Many of these features are a standard part of the OpenLegacy platform.



The Result

Time savings and 60% improved productivity.

The user-friendly interface of the new web application includes many productivity enhancements. The hundreds of call center representatives realized an average 60% productivity improvement over their old workflow. In addition, training time for new call center users was cut in half.

Improved member satisfaction.

Customers appreciate the ease of use and new functionality of the improved web application. At a company where customer satisfaction is a core value, this result alone deems the project a worthwhile investment.



Enabling functionality from the IBM i applications was a time-consuming and painful process. OpenLegacy's Platform changed all that by making generation of web applications quick and easy. Now all the IBM i application functionality is available through our web application.



Meuhedet

About OpenLegacy

OpenLegacy's Digital-Driven Integration enables organizations with legacy systems to release new digital services faster and easier than ever before. Connecting directly to even the most complex core systems, OpenLegacy automatically generates the digital-ready components needed to integrate legacy assets into exciting new innovations. With OpenLegacy, industry-leading companies release new apps, features, and updates while spending a fraction of the time and resources, so they quickly and easily become digital to the core.