

>> CASE STUDY

ANIMAL MEDICAL CENTER, ELMER & MAMDOUHA BOBST HOSPITAL AMC Portal



CLIENT OVERVIEW

Established in 1909 and based in New York, New York, Animal Medical Center (AMC) considers itself the Mayo Clinic of the veterinary world. AMC provides healthcare services for various animals, including dogs, cats, reptiles, birds and exotic pets. Following the terrorist attacks in New York on September 11, 2001, for example, AMC treated animal victims and injured rescue dogs. The nonprofit operation leverages cutting-edge technology, around-the-clock services and is recognized as one of the leading veterinary clinics in the world.

CLIENT OBJECTIVE

AMC needed to enhance its current portal solution to improve their patient processing capabilities and manage its increasing animal patient load. The organization was determined to support the transformation from paper-based patient processes to new electronic process with a

cost effective and easy-to-implement solution that would: reduce the time, cost and effort of processing patients while improving patient care; enable it to capture and manage patient records throughout the entire treatment cycle; allow it to easily provide records to remote veterinary partners; provide a collaboration foundation for a future extranet; and improve pharmacy and laboratory request processes.

GLYPHIC SOLUTION

Glyphic Technologies was engaged to assist Animal Medical Center with enhancing their existing portal that was initially installed with configured portlets available by IBM. The current lightweight portal infrastructure incorporates existing J2EE non portal web applications inside and i-frame shell.

Glyphic was able to provide AMC with a cohesive portal strategy, while enhancing the existing iFrame Applications

and Portlets. AMC's portal Landing Page was designed to allow a central access point to existing and new portal applications. In order to accomplish this, Glyphic Technologies, Inc. developed a DB2 database that integrated with the existing legacy Delphi applications and allow for an efficient workflow.

The B2E portal environment enables the client to manage patient records and create new ones during the treatment process. Automating pharmacy and lab requests through the portal has allowed for cost savings, improved quality of patient care, and simplified the process while complying to government regulations for tracking pharmaceuticals. In addition, the solution also allows AMC to provide veterinary partners in geographically remote locations with the information they need to help with the center's rapidly increasing patient load.

Tools/Technologies

WebSphere Portal Express, WebSphere Application Server, WebSphere MQSeries, Web Services (SOA), DB2, AS/400.

TESTIMONIAL

"We previously used another partner for our portal work. Once we hired Glyphic Technologies, Inc., we understood what was missing from the experience. Glyphic took the time to explain the technology and process. Glyphic helped to set our expectations. Their leadership and vision allowed us to deliver an enterprise portal solution robust enough for today's needs and flexible enough for tomorrow's."—Animal Medical Center