



CASE STUDY / GOVERNMENT & PUBLIC SERVICES

Latin American Health Service Provider Patient-centric Solution to Respond Quickly to the Changing Pandemic Conditions

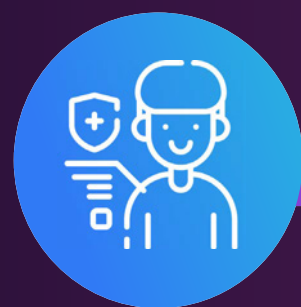
Enablement of a digital channel for citizens to interact with national healthcare services during the pandemic.





About the customer

One of the largest Social Security Institution in Latin America.



75M
users



4M+
pensionaries



126M
annual medical
consultations



5K
medical
facilities



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Business challenges



Patient-centric solution to quickly respond to the changing needs throughout phases of the pandemic.

1

React to changes and health needs of users due to COVID-19

2

Count and allocate resources according to hospital demand

3

Renew the user mobile application to provide updated information that helps mitigate contagions

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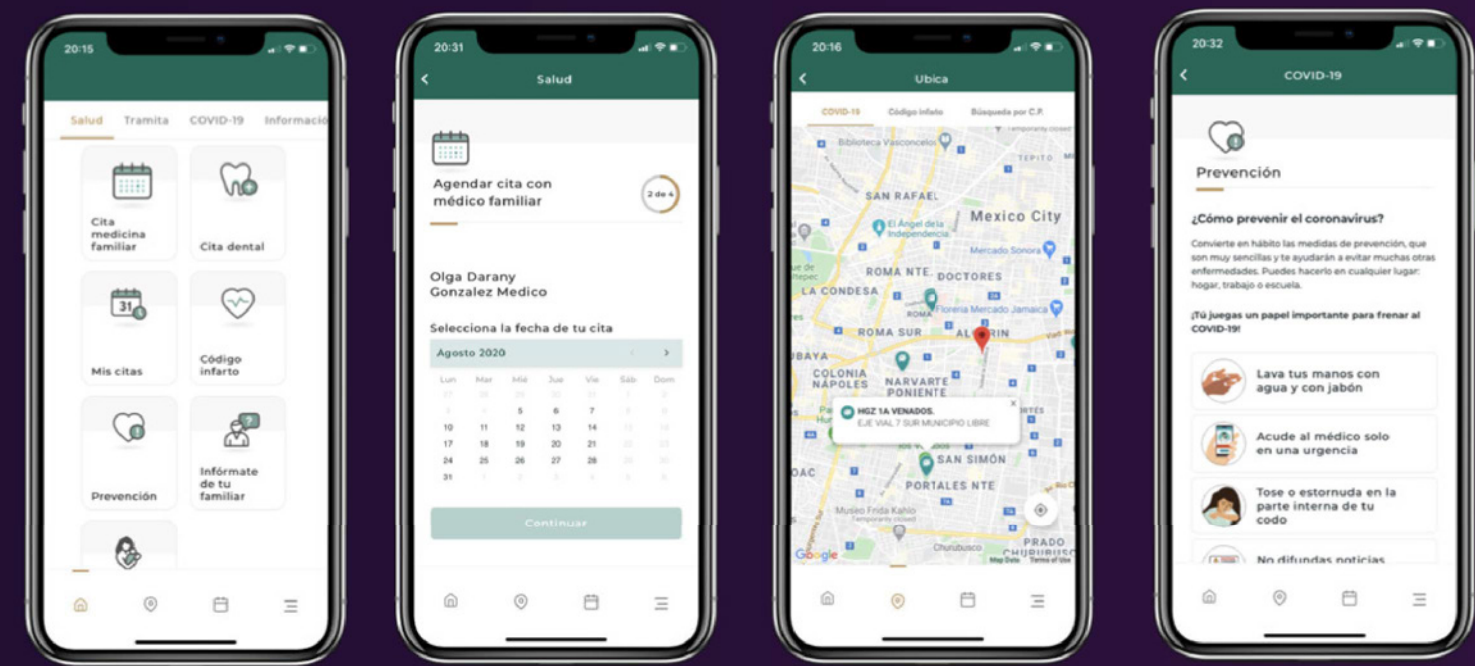


How Softtek comes into play

Softtek provides rapid development (days/weeks) by applying Softtek's Continuous Everything and Lean-Agile approach

Mobile first approach supporting all available digital channels

Take advantage of cloud capabilities, SaaS solutions, Low Code/No Code platforms, APIs and μServices



Additional services to the application in response to the contingency

Managing clinic saturation

Emergency medical appointments

Medical leave

COVID-19 questionnaire

Clinic Locations

General information

Geofencing

High performance

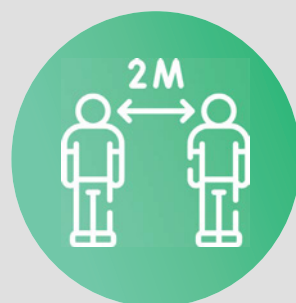




Business impact



User experience
improvement



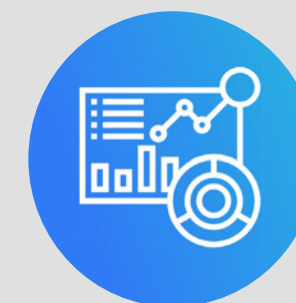
Social distancing
enablement



IT resources
efficiency



Procedures
digitization



Real-time
information



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ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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