Care Connect Client and Supplier Services Portals Development and API

Sida4

The Opportunity

Care Connect is one of Australia's leading home care NFP organisations and connects clients in the aged care, disability, and mental health communities with services that help them continue living independently at home.

They were seeking a solution where both *clients and suppliers could self-manage* service delivery, service agreements, schedules, financial statements and more.

Our Approach

Care Connect engaged Sida4 (as 4impact) to design, develop, host and support a set of portals for clients and suppliers.

These portals needed to provide users with web browser and mobile interfaces into Care Connects existing enterprise systems, which operated in a secure back-office environment.

We developed an API layer to run in between back-end Dynamics 365 services and front-end supplier portal.

Later, we upgraded the API to facilitate the migration of D365 from on premises to Azure cloud.
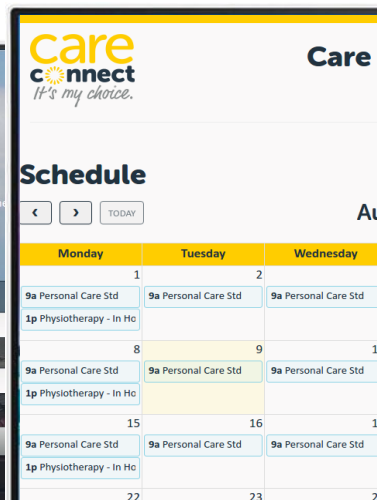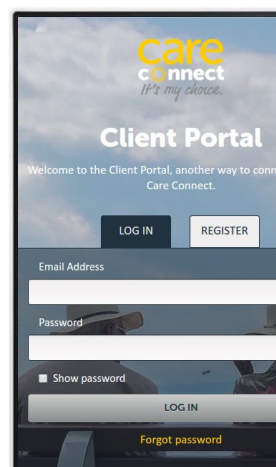
Key Services utilised

- Software Development
- Analysis
- Testing
- Post migration API Updates

Key Technologies utilised

- .Net (API)
- Java
- Springboot
- API versioning

Key Toolkit

- Postman (API Testing)
- Swagger (Developing and Exposing API Contract)

NOTE: NOTE: This project was originally delivered under the 4impact brand and is now represented by their *data enablement and integration* focused sister company, Sida4.

Key Outcomes and deliverables:

The portals were deployed in Australian cloud computing data centers, using a serverless architecture.

Serverless architecture bridges the gaps between secure, enterprise-grade back-office systems and a web-scale environment.

- Users can view service delivery schedules, service agreements, financial statements and more

- Users can also update the status of service appointments to trigger fulfilment and invoicing workflows

Key project statistics and success insights.

AWARDED
BEST AGED CARE SOFTWARE 2016 (ITAC)

SCALABLE
ENTERPRISE SYSTEMS INTEGRATIONS

RAPID
ENVISAGING AND PRODUCT PROTOTYPE

BLENDED
ONSHORE & OFFSHORE TECHNICAL DELIVERY EXPERTS

ENHANCED
CUSTOMER EXPERIENCE FOR BOTH CLIENTS AND SUPPLIERS

UPLIFT
IN EFFICIENCES ACROSS THE ORGANISATION AND OPERATIONS

Sida4 and 4impact

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