

Gamma-Dynacare



Fiorano Helps Gamma-Dynacare for Quick and Accurate Reporting of Medical Tests

Fiorano Microservices Platform enables digital transformation of Enterprise

Customer Profile

Gamma-Dynacare ("Dynacare"), one of Canada's largest and most respected providers of medical laboratory services and solutions, supports patients, healthcare professionals and public and private sector clients with the efficient collection and transportation of specimens, accurate testing in state-of-the-art laboratories and prompt reporting of results.

With more than 50 years of experience, its clients include 10 million patients, more than 15,000 healthcare professionals, governments, regional health authorities, hospitals, long-term care facilities, clinical trial sponsors, employers, insurers and other laboratories. It operates five laboratories in Ontario and 200 Patient Service centers across Canada. Through a nationwide mobile collection and transportation network, Gamma-Dynacare offers coast-to-coast services to clients and the healthcare industry.



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Arun Thomas,
Managing Director,
Business Information Services,
Gamma-Dynacare



Business Problem

With 50 million tests conducted each year and serving more than 15,000 Canadian clinicians and other healthcare providers, Gamma-Dynacare is focused on continuously building the experience of its customers. A key aspect of this service is timely, accurate and enhanced reporting.

Reducing time, achieving near 100% accuracy in matching test results and automating its processes was crucial for Gamma-Dynacare by way of helping patients seek immediate attention by their healthcare provider. With a rapidly expanding and disparate client base, it also had a need to accelerate the business, and in particular, the development and rollout of new products and services.

Solution

After a detailed evaluation, Gamma-Dynacare chose Fiorano over other software providers based upon the Fiorano Platform's productivity, innovation and rapid deployment, compressing time to market. With Fiorano's efficient mapping tools and ESB infrastructure, the time taken to deliver test results was significantly reduced, resulting in a notable increase in customer satisfaction.

Gamma Dynacare deployed [Fiorano ESB](#) for swift and accurate testing and reporting of tens of thousands of specimens each day. Fiorano has played a pivotal role in allowing Gamma-Dynacare to digitize, transform and transmit high volumes of complex data to multiple end-points and partners.

[Fioranos Microservices architecture](#) supports an incremental deployment model, enabling deployments to be more modular and standardized, with lower risk and expense. Fiorano ESB incorporates proven enterprise architecture, service delivery, deployable business functionality and an integrated portfolio of Microservice-centric business services transforming the enterprise architecture into a horizontal, closely integrated core system to accommodate free flow of data.

Unlike the traditional approaches, Fiorano allows Gamma Dynacare staff in IT or business to perform lightweight, self-service data and application integration, where "Citizen Integrators" can visually assemble instantly running solutions by drawing application and service nodes on a canvas

through drag-and-drop of active Fiorano Microservice components. The lines between nodes comprise event flows via active message pipelines, collectively representing a user-defined event-driven architecture. The visual model is the ready-to-run, fully implemented application, with no additional programming required.

Result

With an innovative enterprise system in place, Gamma-Dynacare was able to automate multiple processes:

- Automate interface between core lab system and ERP system at GDML (Gamma Dynacare Medical Laboratories).
- Automate interface between HR ERP and vendor learning portal.
- Automate orders-out interface to partner vendors using HL7.
- Automate results-in interfaces from partner vendors using HL7 with embedded PDF.
- Provide web-services for vendor party integration into their application, enabling the vendor product to interface into GDML's ordering system and validate and retrieve order information.
- Automate interface between core lab system and vendor partner system.
- Distribute reports automatically from vendor system to GDML systems.

Gamma-Dynacare uses Fiorano for reporting a number of critical and complex tests, including the Food Intolerance Test; This test measures over 220 specific foods at a time and involved manual processing together with a tedious and critical task of matching lab test results with patients and patient records, a process that was taking upwards of 3 days per patient.

With Fiorano's efficient mapping tools and ESB infrastructure, the time taken to deliver test results was reduced to less than two hours, resulting in increased customer satisfaction and a significant ROI.

Business Benefits

Better Customer Experience - With transactions running in real-time, Dynacare is able to deliver customer data, transactions and services at the desired speed, resulting in an enhanced customer experience.

A Modern Integration Platform - Because Fiorano's architecture is inherently cloud-friendly, Dynacare has the capability to easily move any of its current and future applications to the cloud and deliver solutions across cloud, on-premise and hybrid environments.

Citizen Integration - Fiorano provides the ability for Dynacare business users to perform lightweight, self-service data and application integration, a new high-speed approach to integration.

Ultra-Fast Response to Market Requirements - Fiorano's code-free integration approach dramatically reduces implementation time, allowing it to bring new capabilities and customer experiences to market faster.

Increased Business Agility - Fiorano simplifies application maintenance and new application development, resulting in a digital transformation of the business at Dynacare.

Increased Productivity, Reduced Costs - With the Fiorano platform integrating different components, transformation code does not need to be written across multiple applications where these components are re-used. This leads to a direct increase in productivity through faster delivery of results and reduced overall costs of development.



ABOUT FIORANO SOFTWARE

Founded in 1995, Silicon Valley based Fiorano is a USA (California) Corporation, a trusted provider of Digital Business Backplane and enterprise integration middleware, high performance messaging and peer-to-peer distributed systems. Fiorano powers real time, digital enterprises with bimodal integration and API Management strategy that leverages the best of systematic (centralized, high-control) and adaptive (federated, high-speed) approaches to deliver solutions across cloud, on-premise and hybrid environments.

Fiorano operates through its worldwide offices and a global network of technology partners and value-added resellers.

Global leaders including AT&T Wireless, Boeing, British Telecom, Capgemini Telecom, Federal Bank, L'Oréal, McKesson, NASA, POSCO, Rabobank, Royal Bank of Scotland, Schlumberger, US Coast Guard and Vodafone have deployed Fiorano to drive innovation through open, standards-based, event-driven real-time solutions yielding unprecedented productivity.

To find out more about how Fiorano can help you meet your enterprise integration objectives, visit www.fiorano.com or e-mail sales@fiorano.com

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