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CASE STUDY

TeleTracking Technologies



Organization Profile

TeleTracking Technologies
Pittsburgh, PA

TeleTracking is the leader in providing the healthcare industry with automated patient flow software, such as its Bed Management Suite. TeleTracking released the industry's first patient flow solution with BedTracking® in 1991, and now has over 1,500 installations in more than 700 healthcare facilities in the U.S., Canada, and U.K. Its Bed Management Suite™ was rated "Best in Category" by leading healthcare market researcher KLAS.

Solution Profile

- Project management and delivery services
- Application design and development using Microsoft .NET 3.5, Silverlight, and SQL Server 2005

Environment:

Database: SQL Server 2005

Operating System: Microsoft Windows Server 2003

Development Environment: Microsoft .NET 3.5 and service-oriented architecture (SOA)

www.teletracking.com

"CIBER's capability, scalability, and size were the factors that told us CIBER is the ideal partner for this project. CIBER quickly put together the facility, infrastructure, methodologies, and risk mitigation strategies we needed, and hit the ground running. The project was completed on schedule, and we're already seeing results and receiving great feedback on the product from our clients."

Anthony Sanzo
Chief Executive Officer
TeleTracking Technologies

SUMMARY: TeleTracking Engages CIBER to Build Next Generation of Patient Flow Software

Healthcare analysts estimate that hospitals can treat 3,500 more patients per year—without adding beds—by more efficiently managing bed turns and patient flow (Erik Johnson, The Advisory Board Company IT Insights Division, Oct. 2007 speech).

Ranked as an "Up & Comer" by Healthcare Informatics magazine among its list of top 100 healthcare-focused IT companies, TeleTracking Technologies founded the automated patient flow software industry in 1991 and remains its leader. As the firm experienced double-digit growth, and hospitals realized the value of their patient flow solutions, other firms began entering the market, increasing competition in a market segment that had been lightly penetrated.

TeleTracking's commitment to the industry to remain on the leading edge of the technology pendulum presented challenges. The firm wanted to enhance its products to offer more and better features to help hospitals tackle their increasing patient flow challenges. However, because it needed assistance to tackle such a large project in a short timeframe, TeleTracking hired CIBER to help lead the redesign and redevelopment of its existing suite of products.

The result? On time implementation of the new platform has led to even greater market penetration and geographic expansion for TeleTracking, and has solidified the firm's position as the market leader.

CHALLENGE: Staying On the Leading Edge of Technology – And Ahead of the Competition

TeleTracking has a sizeable share of the market with its BedTracking®, TransportTracking™, ServiceTracking™ and PreAdmitTracking™ with the electronic bed-board® applications. These applications leverage a hospital's existing telephone network and computer systems to automate the patient flow process—including bed turnover, patient transport, and patient placement—to help hospitals proactively manage patient throughput. TeleTracking's products clearly meet the needs of an

underserved market, as evidenced by the firm's compounded growth rate of 27% over 3 years.

However, new competitors were discovering this market's potential, and were offering products that operated on more modern technology platforms.

To meet the needs of clients and the marketplace while maintaining its leadership position, TeleTracking embarked on a plan to redesign its underlying technology platform with current Microsoft technology. This would facilitate development and enhancement of existing features, without losing focus on new product development.

SOLUTION: CIBER Redesigns & Develops New Platform On Schedule

TeleTracking knew the redesign project would require more resources than it could spare, as well as expertise it did not possess in-house. The management team evaluated several vendors to find a long-term partner with the experience and expertise necessary to bring commercial software to market. "Boutique" application development firms were considered, but TeleTracking wanted more than just capabilities—it wanted a company that could provide additional services and capabilities as it grew.

According to TeleTracking CEO Anthony Sanzo, "CIBER's capability, scalability, and size were the factors that told us CIBER is the ideal partner for this project. CIBER is a leading .NET development shop and offers a mature practice and proven record."

TeleTracking and CIBER began their multi-year, multi-million dollar partnership with the launch of the new platform called TeleTrackingXT™ and the 1st product redesign. CIBER assisted TeleTracking with project leadership and provided a full range of IT project services to complement TeleTracking's resources. These services included application design and development, project management, project delivery, and implementation services. TransportTracking™ powered by XT™ was built using service-oriented architecture methodologies and Microsoft .NET to ensure that it would operate on nearly any technology platform in use at a healthcare facility.

The redesigned TransportTracking™ application is the 1st in TeleTracking's new next-generation suite of products, powered by XT™. It was redesigned, redeveloped, and

launched on schedule, and is now in use at numerous healthcare facilities, including 2 of the nation's largest: Barnes-Jewish Hospital (St. Louis, MO) and WakeMed Health and Hospitals (Raleigh, N.C.).

Since then, TeleTracking has engaged CIBER to help lead, design, and build BedTracking® and Pre-AdmitTracking™ with the electronic bedboard®, which are the next applications to be redeveloped on the TeleTrackingXT™ platform.

BENEFITS: TeleTrackingXT™ Offers Richer Features and Scalability

TransportTracking™ powered by TeleTrackingXT™ offers clients many new features and benefits, such as:

- **Browser-based graphical user interface:** The new interface offers intuitive processes to simplify training, and it supports handheld devices so it works *the way people work*, not *the way the software works*.
- **Dispatching logic and equipment matching:** The system finds the most appropriate and available employee for a transport task; for example, a patient needing a wheelchair will be matched with a transporter who has one. This eliminates manual assignments and manual request tracking, frees supervisors from non-value added tasks, and optimizes use of resources and equipment.
- **Interactive voice response (IVR):** IVR uses hospitals' existing phone systems to support analog and other telephony technologies, including digital and Voice Over Internet Protocol (VOIP). With IVR, patient transporters receive notifications instantly and via numerous formats, such as paging and e-mail.
- **Scalability:** Healthcare facilities of all sizes can benefit from automated patient flow systems—benefits are no longer exclusively for the largest hospitals.
- **Single data repository for all TeleTracking applications:** Data in this repository can be referenced, updated, and utilized by multiple applications.

CIBER's and TeleTracking's teamwork helps patients reap the benefits—more efficient hospitals can treat more patients, reduce the impact of overcrowding, and provide better customer service.

To learn more, call us at **800-242-3799** or visit www.ciber.com.

About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is a pure-play international system integration consultancy with superior value-priced services for both private and government sector clients. CIBER's global delivery services are offered on a project or strategic staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., the company now serves client businesses from over 60 U.S. offices, 20 European offices and four offices in Asia. Operating in 18 countries, with 8,000 employees and annual revenue of approximately \$1 billion, CIBER and its IT specialists continuously build and upgrade clients' systems to "competitive advantage status." CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index.



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