



RPA with Power BI improves operations' visibility & performance on Azure

Summary

Trigent architected an automation solution to extract unstructured data from the client's legacy software and implement structure and consistency in reporting across 60 dermatology clinics. The automation channeled data, formatted, and translated for further processing for Power BI Analysis. Trigent assisted the client with setting up Power BI, created dashboards, reports to visualize data for C-level decision-makers of their network of clinics.

Technology Stack



About the client

The client is a leading consultancy group that helps its customers capture data loops. Their current project involved capturing data loops for a dermatology healthcare provider with a network of over 100 dermatology clinics and dermatologists. Each offered a range of services in skincare and operated on individual platforms, software with no common standards in technology.

Business need

The network of clinics and dermatology centers used a variety of EHR solutions to track and manage their customer engagement and billing. Each clinic followed different standards of service codes, diagnosis IDs, and fields. Trigent's preliminary goal was to integrate the complex and scattered data into a single format on a single platform for generating key reports. The solution would further equip the client to analyze day-to-day operations covering important KPIs to gauge each clinic's performance.

Complexities

- Legacy software in local servers in SQL database
- Inconsistent data flow
- Each clinic used different applications - PMS, HER, Nextech, EMA, AdvancedMD and many others

Trigent solution

Trigent's Robotic Process Automation (RPA) and Analytics expertise played a pivotal role in detailing various automation and report generations. Our team drew up a detailed matrix for different solutions available at individual clinics and automated the data flow. The team created a data mart by orchestrating ETL Solution that would leverage various SQL databases from the existing solutions and use different reports to get desired outputs calculated. Trigent applied RPA Solutions and custom bespoke Automation to extract reports, translate them, and get the data prepared for further analysis.

Our team architected the solution where bots extracted data from the clinics, formatted them for further processing for Power BI analysis. The team further implemented the process end-to-end by setting up Power BI, creating dashboards and reports to visualize data for their network of clinics.

“Trigent's RPA has completely transformed the way that we manage our workflows. The entire process is faster and more robust than ever before, and our analysts have more time to dedicate to value-added tasks.”

Client Benefits

Trigent's team's experience in Analytics with RPA powered us to deliver significant benefits to the client. Among them, the visibility of reports empowered C-level decision-makers to make strategic decisions and save costs.

- Standardization and structuring data and variables covering important KPIs
- Data storage moved from on-premise to cloud for flexibility and scalability
- Automating 150+ actions for each clinic brought savings in time, resources and costs
- Visibility to C-level decision-makers, risk managers, clinic heads with time-based reports generated basis most recent data
- Data visualization brought more scope for strategic decision making and cost optimization
- The solution enabled automating historical data up to the year 2018

With continued benefits spanning cost, operations, and strategy, the team is in the process of evaluating scope in Compliance Reports as well.

About Trigent

Trigent is an early pioneer in IT outsourcing and offshore software development business. We enable organizations to adopt digital processes and customer engagement models to achieve outstanding results and end-user experience. We help clients achieve this through enterprise-wide digital transformation, modernization, and optimization of their IT environment. Our decades of experience, deep domain knowledge, and technology expertise delivers transformational solutions to ISVs, enterprises, and SMBs.

We offer end to end consulting services, design, development and managed services across Infrastructure, Cloud, Mobility, BI, Analytics, Product Engineering, QA & Testing, IoT, Big Data, and Artificial Intelligence.