



*Integrating People, Process and Technology*

## Efficient e-services portal for credentialing the hearing care providers with good document management system & optimized work flow

### At a Glance

#### CHALLENGE

- Heterogeneous data formats
- Large volumes of multi-dimensional data
- Multiple workflows in practices

#### SOLUTION

Design, Develop the HearUSA e-Services portal for its credentialed hearing care providers for better services to the patients

#### BENEFITS

- Online submission of Application forms by practitioners.
- Automatic uploading of E-Fax documents into document library
- Integration With X-Medious E-Fax ftp Server

### About Client

HearUSA is committed to enhance deliverables to AARP on multiple business practices. One of two primary service levels is to establish a nationwide network of credentialed audiologists capable of delivering service to AARP members in such a way that no member would have to drive beyond 30 miles to get to the practitioner. HearUSA Hearing Care Network has nearly 2,000 hearing care providers throughout the United States. Formerly known as National Ear Care Plan, the network has delivered quality hearing benefits to millions of Americans since 1989.

### The Challenge

HearUSA was faced with issues of heterogeneous data formats, large volumes of multi-dimensional data with multiple work flow practices with no efficient document management system.

### The Solution

GSS Infotech developed the HearUSA e-Services portal for credentialing the hearing care providers with better services. With Microsoft SharePoint, they can have an access to a more interactive portal site with enhanced functionality and scalability. GSS Infotech implemented Document management with enhanced work flow, document control and security

### Methodology

- Based on the Microsoft Reference Architecture for ASP.Net Web applications, the architecture focuses on a clear segregation between user interface, application logic, and data
- The use of Microsoft enterprise library ensures best practices are followed for common tasks like data access, error handling, exception handling, caching and logging
- MS SQL Server Reporting services or Seagate Crystal Reports inherently
- supports reporting.
- Use of .NET 3.5 WF for business workflow
- ASP.NET AJAX based controls to help build rich Graphical User Interface with minimal turnaround time

### Solution Components

#### Architectural Guidelines

The platform architecture that is targeted for the HearUSA e-Services Portal is based on best practices and meets the following architectural standards and compliances

For more information about e-Services Portal development services:

### CONTACT SALES

Tel: 877-452-3700

e-mail: info@gssinfotech.com

Web: www.gssinfotech.com



## Locations

### HEADQUARTERS

#### GSS Infotech

Cyber Pearl, Block - 2, Level – 5, Wing 05-01,  
HITEC City, Madhapur, Hyderabad - 500 081. AP. India.  
Tel: +91 40 44556600, Fax: +91 40 40028703  
e-mail: india@gssinfotech.com

### MIDDLE EAST

#### GSS Infotech

P.O. Box 73030, Dubai Internet City, Dubai, UAE.  
Tel: +97 143 755 710, Fax: +97 143 672 786  
e-mail: dubai@gssinfotech.com

Al Hafsia Building No:3, Office No:14,  
Extended Dabbab Street, Sulaimania, Riyadh, KSA.  
Tel: +966 1 4164577, Fax: + 966 1 4164576  
e-mail: saudi@gssinfotech.com

### NORTH AMERICA

#### GSS Infotech

1699 Wall Street, Suite 201, Mt. Prospect, IL 60056, USA  
Tel: +1 847 640 3700, Fax: +1 847 640 3701  
e-mail: chicago@gssinfotech.com

1762 Central Aven  
ue, Albany, NY 12205, USA  
Tel: +1 518 452 3700, Fax: +1 518 452 3939  
e-mail: albany@gssinfotech.com

2842 Main Street, Glaston  
bury, CT 06033, USA  
Tel: +1 860 633 7174, Fax: +1 860 633 7162  
e-mail: glastonbury@gssinfotech.com

655 County Road E  
West, Shoreview, MN 55126, USA  
Tel: +1 651 604 5770, Fax: +1 651 604 5775  
e-mail: minneapolis@gssinfotech.com

11875 Dublin Blvd, Suite # C155, Dublin, CA 94568, USA  
Tel: +1 925 803 1117, Fax: +1 209 879 0162  
e-mail: dublin@gssinfotech.com

2550 US Highway No 1, NJ-08902, USA  
Tel: +1 888-248-5627, Fax: +1 866-726-0520  
e-mail: northbrunswick@gssinfotech.com

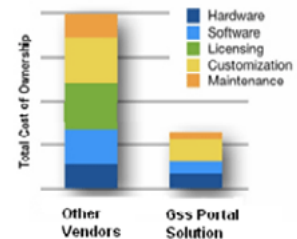
- All identified requirements are addressed
- Architecture is scalable enough to support enhancement and change requests
- It addresses third party tool Integration for payment gateway capability
- Simplified Development approach
- Architecture support Reporting requirements
- Data Security and Integration is addressed
- Architecture is Role based and it supports Role creation and management
- The architecture is extensible to support any number of users. Workflow based sub system can be developed and deployed

## Environment

- Platform/Technologies: MOSS 2007, MS SQL Server 2005, Microsoft .Net 3.5, SharePoint Designer 2007
- Programming language: C#

## Benefits

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## About GSS Infotech

GSS Infotech is a fast growing Managed IT Service provider and operates globally with its headquarters in Hyderabad (India) and offices in USA, APAC and Middle East. GSS is a CMMi level -3 company with accreditations like ISO 27001, ISO 9001, and ISO 20000 for Quality, Security and Service management. With its 11 year-presence in the IT industry, it provides customized solutions to over 200 Fortune customers across verticals like Telecom, Manufacturing, Financial services, Insurance, Transportation, Healthcare, Legal, and Power, globally.

A Pioneer in managed IT Services, GSS offers a wide range of services to customers across the globe which includes

### Infrastructure Managed Services

- Virtualization Services
- Datacenter Services
- Remote Infrastructure Management Services

### Application Management services

- Application Development and Maintenance
- Testing- Verification and Validation

### Cloud Services

- Cloud Workshop & Visioning
- Evaluation / Proof of Point Services
- Cloud Solutions Engineering & Enablement
- Maintenance, Monitor and sustain on Cloud

GSS Infotech delivers scalable and cost-effective solutions to its customers with its impeccable blend of business expertise and delivery excellence in Enterprise Technology, Methodologies, and Implementation.