



## Charter Global

# **CASE STUDY** — **Operational worklist dashboard: A solution for consolidating and managing home care provider agencies' operational tasks**

### Introduction

A home care provider agency approached Charter Global with a problem of consolidating and managing various operational worklist items. Charter Global proposed a solution of an Operational Worklist Dashboard, which would scrape all worklist items from the client's data store and create necessary tasks that the home care provider agencies would need to perform.

### Challenges

Charter Global faced several challenges in developing this solution. Firstly, the operational items were spread across various schemas in SQL Server, making it difficult to consolidate them. Secondly, providing an efficient frontend design that allowed users to quickly navigate to necessary operational items and complete tasks was a challenge. Lastly, the solution had to be highly scalable and meet the WCAG 2.1 AAA/HIPAA standards.

### Solution Approach

Charter Global developed an asynchronous batch jobs framework with ETL design principles using Hangfire. This configuration driven framework allowed for the configuration of the source system (SQL Server), target

system (PostgreSQL), job execution time (cron expressions), and necessary transformers needed. This framework helped the client consolidate all the operational items spread across various source schemas to the target PostgreSQL database. To ensure high availability, Charter Global suggested docker deployments and assisted the client in doing CI/CD deployments using TeamCity and Jenkins.

After the data consolidation, Charter Global developed an Angular-based frontend web tool that was integrated into the client's system using SSO. To enable quick navigation to necessary operational tasks, Charter Global suggested an IFrame solution approach. The entire solution was developed and tested for WCAG 2.1 AAA standards.

## Results

Charter Global's Operational Worklist Dashboard solution successfully helped the client consolidate and manage various operational worklist items. The asynchronous batch jobs framework allowed for efficient data consolidation, and the Angular based frontend web tool enabled users to quickly navigate and complete necessary tasks. The solution was highly scalable and met the WCAG 2.1 AAA/HIPAA standards.

## Conclusion

Charter Global's Operational Worklist Dashboard provided an effective solution to the client's problem of consolidating and managing various operational worklist items. The solution was developed with a focus on efficiency, scalability, and meeting necessary standards.

## Why Charter Global

- Founded in 1994; Headquartered in Atlanta, GA with development centers in the U.S, India, and Serbia.
- Developed a portfolio of over 100 successful project implementations.
- Nearly 1000 full-time IT professionals support client projects.
- Established customer base of Fortune1000 industry leaders.
- Our experience spans pharmaceutical, manufacturing, telecom, finance, health care, media / entertainment, airlines, energy, retail and hospitality industries.
- Active database of nearly 2M consultants.
- Experienced Talent acquisition teams support client projects.

## About Charter Global

Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of Fortune 1000 industry leaders and over 100 successful project implementations, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, AI/ML, AWS, SAP, Microsoft & Pega BPM.