



Carego International's mission is to improve the health status of underserved populations by advancing healthcare delivery, through both innovative modular facilities and cloud-based IT solutions. The organization currently works with clinics, governments and non-governmental agencies in Kenya, Indonesia, Vietnam, Egypt, Pakistan and India, as well as in low-resource settings within the U.S. Carego needed to build a healthcare solution for organizations around the world that serve people in underserved, often remote regions. The company found the simplicity and full functionality it needed in Progress® Rollbase®.

CREATING A HEALTHCARE SOLUTION FOR REMOTE REGIONS OF THE WORLD

Nearly a decade ago, CEO Steve Landman saw that there was a tremendous need for more medical care in developing countries. The company's original focus was on helping to ship medical supplies, but Landman quickly recognized that the standard-sized shipping containers used to move goods internationally could also serve as functional and portable clinic space. So Carego International became an expert at customizing and delivering turnkey clinics. However, as Landman began to learn more about the healthcare systems in countries such as Kenya, he found that even where there was an existing brick-and-mortar hospital, the medical software in place wasn't really compatible with local needs – either because it was too complex or because it was not designed to tolerate the frequent Internet service gaps or disruptions that are common in developing regions.

That inspired him to begin work on a simplified, easy-to-use medical software system that would be a better fit. To accomplish that goal, Carego International initially used capability available through Salesforce.com. The result was a working solution that saw limited deployment, but there were fundamental issues with the platform that made it fall short of the ideal. In fact, recalls Global IT Director, Toby Tullis, "We ended up with a huge laundry list in the form of a spreadsheet, enumerating all the things we wanted to build into the next version."

INTEGRATED, CLOUD-BASED HEALTHCARE APPLICATION

The process started this time "outside of Salesforce," he explains and led quickly to Progress Rollbase, a cloud platform that allows rapid creation of software as a service [SaaS] business applications using point-and-click, drag-and-drop tools in a standard Web browser with a minimal amount of code. Rollbase can then be deployed to any cloud or in-house infrastructure.



CHALLENGE

To bring a leading-edge healthcare solution to underserved global communities, leveraging Progress® Rollbase® as the underlying platform for its state-of-the-art EHR SaaS application.

SOLUTION

A full-function solution that allows organizations in low-income regions to cost-effectively serve their populations and can work offline when necessary. Building success on the strengths of Progress Rollbase, Carego International has gone, literally, to the ends of the Earth to help deliver state-of-the-art healthcare capabilities through partner organizations in underserved, developing regions.

BENEFIT

Progress Rollbase gave Carego the simplicity and functionality it needed to build a solution perfectly suited to remote regions of the world.

Tullis emphasized the ways in which Progress Rollbase enables users to build applications from a Web browser with minimal coding – typically 80 percent of a project can be accomplished with point-and-click. This led to a dramatic reduction in development time and helped improve time-to-market for Carego International.

“We first looked at working within Salesforce and we then considered a VMware solution, but we found that those options didn’t provide the flexibility that we needed and that is inherent in Rollbase,” says Landman.

In the case of Salesforce, Landman says support was not readily available and it also had inadequate reporting capability – limited to no more than about a dozen objects. That made it difficult to analyze clinical and demographic data. Even more critically, working in so many different countries, it was vital that the underlying platform be capable of providing reliable language translation. That proved difficult on the Salesforce platform, while Progress Rollbase facilitated the task.

Since choosing Progress Rollbase, “We have never looked back,” he adds. In addition to much better translation capabilities, “the customization and the flexibility made it first-and-foremost.”

The result of adopting Rollbase has been Carego Complete, an integrated, cloud-based electronic health records [EHR]-Practice Management application that automates both clinical and business processes for small to mid-sized clinics. Rollbase gave Carego Complete the capability it needed to offer a low-cost and easy-to-deploy solution that reduces redundancy and errors, while improving productivity, profits and quality of patient care.

“There is not a single feature that Progress Rollbase hasn’t been able to take care of; we now have exactly the product we decided we wanted to build,” says Landman. For instance, to accommodate conditions in each of the countries in which it will be deployed, the application had to accommodate different payment structures locally – a goal that Progress Rollbase easily made a reality.

Because Carego International’s efforts are concentrated in developing countries/areas, connectivity can be an issue. Progress Rollbase provides the flexibility to develop online/offline solutions that will be required for seamless transitions in the event of losing connection while working. “That was a big draw for us because the connectivity and power is spotty in many areas – even in an urban area like Nairobi,” Landman explains.

“Although we are deployed in hospitals too, we built our solution with clinics in-mind, so we used clinic-appropriate training to demonstrate the technology,” Tullis explains. At first, it took some convincing. “People in these countries run from computers as much as they flock to them. But by demonstrating our capabilities to administrators we proved to them immediately how easy it is and how much more streamlined it would make their jobs – to be freed from pen and paper,” he says.

Carego Complete—with Rollbase at its foundation—has been designed to help medical organizations streamline operations with its intuitive and easy-to-use features, which include scheduling, charting, e-prescribing, referral labs, care plans, billing and more. Because Carego customers operate in resource-poor areas around the world, it has been critical that Progress Rollbase enables Carego Complete to function anywhere, and with very little TLC. Besides being easy-to-use and manage, it readily integrates, “out-of-the-box” integration with CRM systems such as Salesforce.com, as well as with products from Oracle and Microsoft. An automated tool even helps move applications from Salesforce.com and Force.com directly to Progress Rollbase – in a matter of minutes.

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Steve Landman
CEO
Carego International

BENEFITS

Indeed, Tullis says “adoption has been a success everywhere it has been implemented because Rollbase has helped to make the solution intuitive and easy-to-explain. And, he adds, “End users are blown away by what it can do and what it means to use it.” Furthermore, to help attract users, popular features like “chat” were built in, making learning and adoption even easier.”

In addition to being able to function offline, Carego Complete—thanks to Progress Rollbase—provides flexibility through an on-demand, pay-as-you-go pricing model that adapts to an organization’s existing workflow and scales easily.

The real bottom line for Carego, of course, is offering a tool to help clients improve quality of care for underserved people around the world. Carego Complete achieves that by providing clinic staff with complete and immediate access to patient health information, without the need for bulky and unreliable paper filing – which means faster, safer and more personalized care in even the most remote areas of the world.

These days, Carego is focusing on leveraging Progress Rollbase for further development, in particular, bringing functionality to mobile devices. “We are working on mockups right now and expect to have something in the field very quickly, thanks to Rollbase,” explains Tullis.

And that will be feasible because of Progress Rollbase, notes Landman. “We got to market at least 50 percent faster than we would have otherwise thanks to Rollbase,” he says.

What’s more, he notes, the SaaS model is very compelling and has helped Carego International close business much faster and much more easily. “I would say we are probably able to close business 1/3 faster thanks to the inherent capabilities provided by Rollbase,” adds Landman.

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*Toby Tullis
Director of IT
Carego International*

ABOUT CAREGO INTERNATIONAL

Carego is a technology driven, social impact organization focused on bringing affordable and effective quality care to those that need it the most. They are committed to transforming healthcare delivery in emerging markets through cloud-based open source products, self-contained facilities and expert consulting services. Their offerings support the knowledge-driven practice of medicine for the lowest possible total cost of IT ownership. They believe in empowering healthcare providers with the tools needed to move healthcare forward – to a truly electronic, interoperable and efficient healthcare system. By improving health systems, they help their customers deliver quality care and improve the health of the populations they are serving.

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PROGRESS SOFTWARE

Progress Software Corporation [NASDAQ: PRGS] is a global software company that simplifies the development, deployment and management of business applications on-premise or in the cloud, on any platform or device, to any data source, with enhanced performance, minimal IT complexity and low total cost of ownership.

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