



• HEALTHCARE

Elderly Care Practice Management System (PMS)

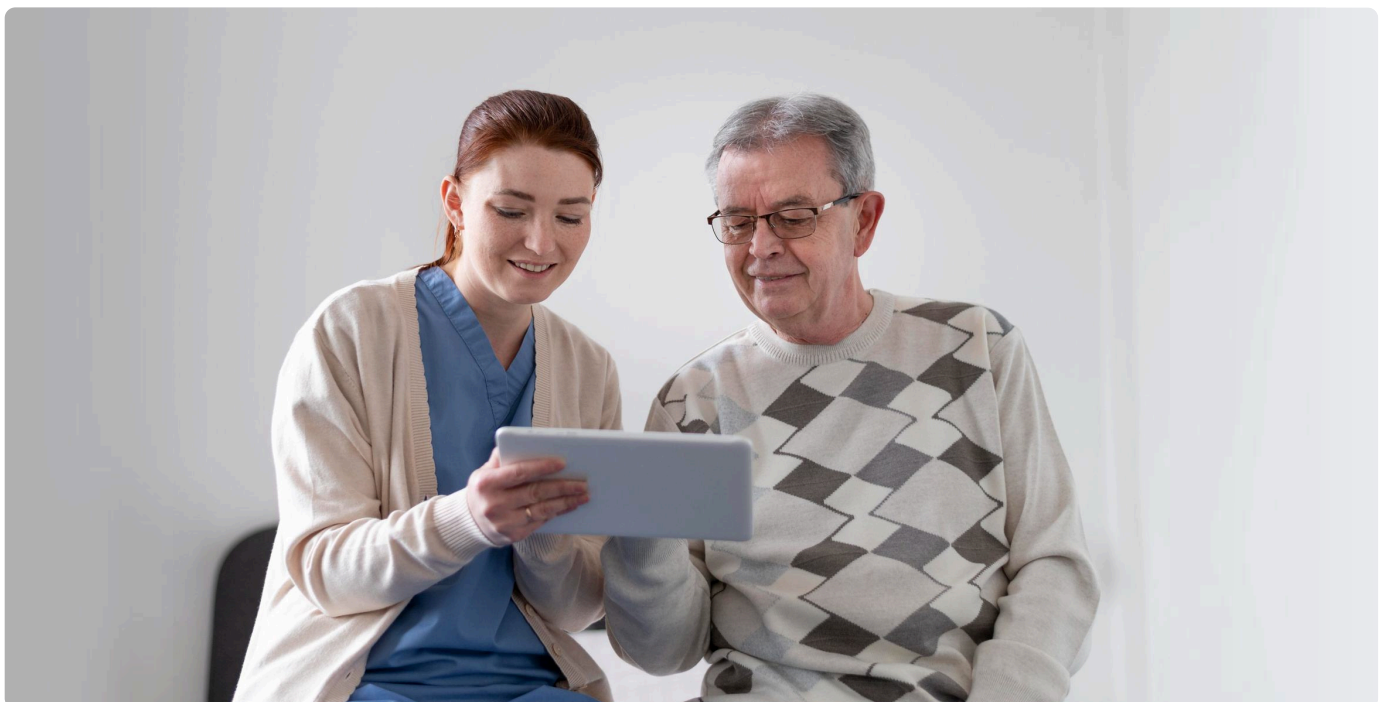
Supporting Care Teams. Standardizing Processes. Improving Patient Outcomes.

Overview

Our client, a New Zealand-based elderly care provider, operates multiple care facilities that rely on a SaaS-based Practice Management System (PMS) to manage their day-to-day clinical and operational activities. The platform is used across several facilities to support essential workflows such as onboarding elderly patients, managing long-term and short-term care plans, recording adverse events, maintaining progress notes, and providing a learning management system (LMS) for clinicians.

The application is built using Laravel (PHP) for the backend and React.js for the frontend, enabling a modern, scalable, and responsive platform for healthcare professionals. The system plays a critical role in ensuring operational efficiency, regulatory compliance, and high-quality care management for elderly residents across multiple facilities.

Our team was engaged to stabilize, enhance, and expand the platform, ensuring it meets healthcare compliance requirements while supporting the client's plans for future growth, including expansion into the Australian market.



The Challenges

Before engaging our team, the client faced several challenges with their existing PMS platform developed by a previous vendor.

- The application contained numerous bugs and unstable modules, impacting daily operations.
- Workflow processes were poorly structured, making it difficult for healthcare staff to efficiently manage care activities.
- Several healthcare compliance requirements were not properly implemented, creating operational and regulatory risks.
- The system suffered from deployment and release management issues, resulting in delays and unreliable feature releases.
- Feature development timelines were slow, limiting the client's ability to innovate and scale.
- Existing codebase quality issues made maintenance and future enhancements difficult.

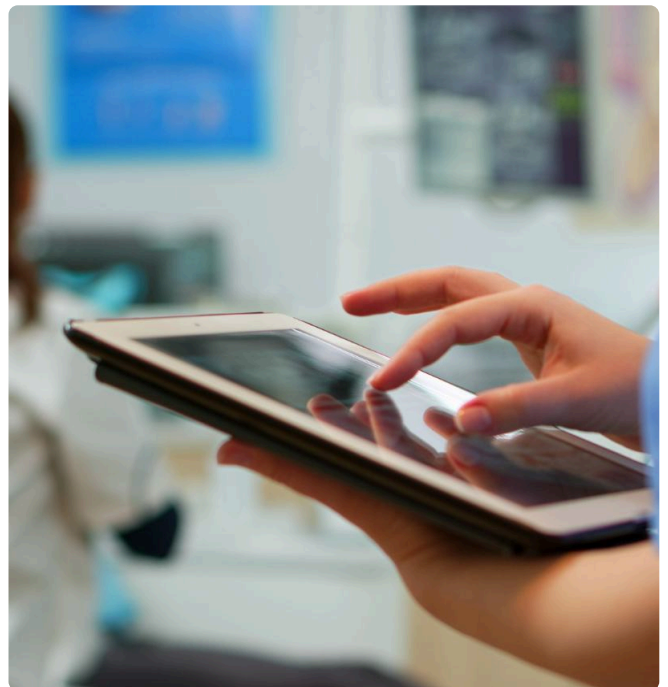
Our Solution

Our experienced engineering team quickly took ownership of the project and conducted a detailed assessment of the existing system. After understanding the architecture and business workflows, we implemented a structured development and delivery approach.

We introduced a well-defined Standard Operating Procedure (SOP) across departments including development, quality assurance, and deployment. This structured approach helped streamline collaboration, improve communication, and significantly reduce operational inefficiencies.

Key initiatives included:

- Rapid knowledge transfer and requirement analysis to understand the platform and its intended workflows.
- Stabilization of the application by identifying and fixing critical bugs in the existing codebase.
- Refactoring and improving code quality to enhance maintainability and scalability.
- Redesigning and optimizing workflows to better support clinical and operational processes.
- Implementing compliance-driven enhancements required for healthcare operations.
- Establishing structured release and deployment practices to ensure faster and reliable feature delivery.
- Continuing development of new platform capabilities including modules for patient onboarding, care plan management, adverse event tracking, progress notes, and clinician training through an integrated LMS.



Benefits

Through our intervention and continuous development efforts, the client achieved significant improvements in both platform performance and operational efficiency.

- Improved system stability through resolution of legacy bugs and code issues.
- Faster feature delivery cycles due to structured development processes.
- Enhanced workflow efficiency for clinicians and administrative staff across facilities.
- Improved regulatory compliance aligned with healthcare operational standards.
- Better system maintainability and scalability for future enhancements.
- Reliable deployment processes, reducing downtime and release risks.
- Enabled the client to confidently plan expansion into the Australian healthcare market using the enhanced PMS platform.



What The Client Says About Us



“Partnering with Fortunesoft transformed the way we manage decentralized clinical trials. We now have a reliable, compliant, and future-ready solution that accelerates trial execution without compromising on quality.”

Kevin Klein

Communications Assistant Manager,
Live Language – Glasgow, Scotland.



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