

CASE STUDY

Dalcon Technologies – An Integration Success Story

In November of 2004, Ann Koresdoski, Vice President and General Manager at Dalcon Technologies, was not sure that their parent company was going to keep her operation alive. Dalcon, a Nashville based application service provider in the medical industry, was operating a legacy system that did not contain an internal interface to other medical systems. The existing external interface was written in-house and was supposed to allow patient data to be sent to external medical systems and receive medical reports from those systems for their customers in 200 diagnostic imaging centers in the US. The problem was that while the legacy system could handle the volume, the external interface was unable to cope with the load in an accurate and timely manner. Each time that the parent company asked if they could take on another interface job, the response than Ann was forced to give was “no, I’m sorry we can’t handle that type of transaction as there is no way to add that type of data message into our already overloaded systems.”

To say that the interface system was overloaded was being kind. There were six servers attempting to process data from 35 different internal sources related to the Dalcon legacy application. The team was attempting to send data to vastly different databases that did not speak a common standard language, thus none could easily talk with any other. Their only option for interface maintenance was to dedicate a staff member to literally sit in front of the servers, watching and waiting for the next of many interface errors, and then manually reset the interfaces after the causes of the failures were repaired. Worse still, even though a failure could be identified almost right away, there was no easy way for Dalcon staff to go back to find out what transactions had been processed and which ones had been lost.

Combined with the day to day stress of barely being able to handle what was already on her plate, and not being able to take on any new relationships with outside medical vendors due to the limitations of the existing interface engine, Koresdoski was getting the reputation of being a “we can’t do that” manager. This was truly not the case, but there were rumblings that the parent company, increasingly frustrated with the inability to move medical data from the Dalcon legacy system to other potential partners (such as PACs, transcription, document management, etc.) was considering shutting Dalcon down.

This is as much a story of a turnaround as it is the value of relationships and referrals. Koresdoski, in describing her situation to a former colleague, heard about Brentwood, TN based eTransX, and their database integration package, eTXIntegrator. Ann had heard of these kinds of tools in the past and had essentially dismissed them as being underfunctioning, overpriced, requiring tens of thousands of dollars of consulting fees and taking somewhere close to forever to implement. She had neither the time, the patience, nor the budget to go on what she thought could be another wild goose chase. She had real problems that needed addressing quickly, and at a fair price. Her former colleague suggested that she at the very least meet with eTransX to see what they had to say, as he had been impressed and perhaps, so would she. In the face of a possible shutdown of her operation and thinking that she may have nothing to lose, she agreed to a meeting.

An Integration Success Story – Dalcon (Continued)

That first meeting turned into a four hour marathon, exploring every critical issue that Dalcon was facing. On the surface, it seemed that everything that she was looking to accomplish could be done with eTXIntegrator, and perhaps more. That took care of the functionality question, but the key questions remained, could it be delivered within her budget and without the “hundreds of hours of consulting time” that other similar systems seemed to require? Again a pleasant surprise.

With little more than four weeks of dedicated work effort, the eTransX team had the eTXIntegrator not only operational, but processing thousands of transactions per hour. Now eight months later, Koresdoski has not only received a vote of confidence from the head office, but the interface project and its success helped secure the jobs of her entire Nashville staff. Once eTXIntegrator was implemented and working live in a production environment, it quickly became evident that, unlike the earlier interface, eTXIntegrator ran with almost no human intervention and had an efficient error recovery mechanism that also sent out email notification if all else failed.

The story doesn't end there. The flexibility of the eTXIntegrator allows Dalcon to accommodate more vendors that her corporate office and medical centers wish to work with, without concern about overextending her capacity to handle the extra business.

That extra business still involves bringing in data from the Dalcon legacy system and sending it to a diversity of systems and databases - some structured and some unstructured. Any integration requires cooperation between both sources of data (or both companies involved,) but because the eTXIntegrator presents such a logical interface and methodology, it is as Koresdoski says:

“It is Dalcon who is now able to work one on one with new vendors to develop an interface that is solid and reliable. eTXIntegrator is transparent to different database technologies, file systems or web systems, which allows us to be in complete control of our side of every integration.”

About Dalcon

Dalcon Technologies is a subsidiary of Medical Resources, Inc. that operates and manages fixed-site outpatient medical diagnostic imaging centers in the United States, with 55 imaging centers in nine states. Dalcon develops and markets software products and systems for the administration and operation of the outpatient diagnostic imaging industry.

About eTransX

eTransX is a rapidly growing software and services company providing comprehensive, solutions and professional services related to information technology for commercial and industrial enterprises as well as federal, state and local governments. We specialize in enabling and facilitating Enterprise Application Integration (EAI), providing Health Level 7 (HL7) messaging solutions to Healthcare related enterprises and business intelligence (BI) solutions to all enterprises. eTXIntegrator provides a seamless way to transform and integrate data amongst various SQL compatible databases and HL7 compliant systems.

For more information please go to www.etransx.com or call 615-221-4971.