

TELLIANT™
Intelligent Software. Delivered.

Telliant Systems
3180 North Point Pkwy
Alpharetta, GA 30005

678-892-2800
www.telliant.com

Case Study

Azure AI and Live Dashboards: Modernizing Healthcare Patient Flow

The Client

The client is a leading healthcare technology company offering a cloud-based management platform that improves operational efficiency and patient experience across hospitals and clinics.

The system enables real-time patient flow tracking, mobile and kiosk check-in, and automated text notifications and appointment reminders.

It supports coordinated care and data accuracy across the patient journey. Built-in feedback and reputation tools help organizations monitor satisfaction, reduce wait times, and optimize staff productivity.

The Challenge

The client's legacy, multi-framework platform was hard to maintain and scale, lacked real-time dashboards and analytics, and carried security risks, limiting its ability to improve patient flow and communication.

- **Legacy technology** built on ASPX, VB.NET, and older .NET was difficult to maintain and scale.
- **Fragmented frameworks** increased maintenance overhead and slowed response times under heavy traffic.
- **Analytics gaps** left providers without real-time dashboards or configurable reporting.
- **Security risks** grew across multiple stacks, calling for a unified, secure foundation.
- **Feedback insight** needed automated sentiment measurement of surveys and communications.

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Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include:

LANGUAGES

- C#, VB.NET, .NET Core, MVC
- Angular, jQuery, Razor, ASPX

PLATFORM

- SQL Server, Azure

INTEGRATION

- Azure Cognitive Services
- Azure App Insights
- Google & Telerik Charts
- REST APIs

About Us

Telliant Systems offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

Solution Highlights

Telliant modernized the platform with real-time dashboards, audit logging, automated alerts, and Azure AI sentiment analysis, improving communication, efficiency, and decision-making.

- **Dashboards & Analytics:** Rule-based, configurable views of wait times and patient flow.
- **Patient Alerts:** Automated texts and audio alerts for appointments, delays, and rooms.
- **Audit & Monitoring:** Old-versus-new audit logs and Azure App Insights tracking.
- **Workflow Automation:** Bulk appointment import and delete, plus room usage reporting.

Insights and Results

The modernized platform improved patient communication, reduced waiting times, and streamlined workflows while maintaining HIPAA compliance.

- **Reduced patient waiting time by 60%** with automated alerts and live dashboards.
- **Lower administrative workload** via automated scheduling and mobile and kiosk check-in.
- **Real-time patient board** gives flow visibility while protecting privacy.
- **More accurate reporting** through configurable dashboards and detailed audit logs.
- **Smarter feedback analysis** with AI sentiment scoring of patient surveys.
- **Stronger compliance and security** with audit logs and granular access controls.

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