



10 years of solutions. 40 years strong.

xwave marks a decade of systems integration with continued business wins that build on 40 years of history in Atlantic Canada.

Celebrating its 10th anniversary and operating as a division of Bell Aliant, **xwave** continues to design and deliver innovative IT solutions that improve productivity and service delivery for organizations across the Atlantic region.

Healthcare, a focal sector for the company, is served through a healthcare practice—one of Canada's largest—comprising over 300 medical, technical and business consultants. Together they support projects such as New Brunswick's One Patient One Record (OPOR) system, for which **xwave** is integrating and maintaining four components: an interoperable electronic health record (iEHR), a client registry, a provider registry, and a provincial diagnostic imaging repository.

The OPOR is one of several iEHR solutions in which the company is involved. In addition, **xwave** is helping to manage the integration of Nova Scotia's Secure Health Access Record (SHARE) and, in Newfoundland and Labrador, will be providing secure data services connecting community pharmacies to the provincial electronic health record. Outside the Atlantic region, **xwave** is the prime contractor on Canada's largest provincial iEHR project, the Dossier de Santé du Québec.

For the Newfoundland and Labrador Prescription Drug Program, supported by **xwave** since 1994, the company has recently implemented real-time adjudication of prescription drug claims. Processing 4.5 million transactions per year, the solution includes business-intelligence capabilities which enable Program administrators to make evidence-based decisions that foster more appropriate and cost-effective drug therapy.

A Breast Health Tracking System (BHTS) **xwave** designed for the Saint John Zone Breast Health Program has won a Knowledge Industry Recognition and Achievement (KIRA) Award—New Brunswick's highest accolade in IT innovation. The BHTS tracks the progress of women who have had breast biopsies,

serving as an electronic safety net that helps ensure patients receive the right follow-up at the right time.

In social services and workers' compensation, recent projects include an Integrated Case Management (ICM) system for Nova Scotia's Department of Community of Services; a pay module for the Client and Referral Management System operated by Newfoundland and Labrador's Department of Health and Community Services; a contract with New Brunswick's Department of Social Development to develop a roadmap for redesigning its housing systems; and a claims registration application for Newfoundland and Labrador's Workplace Health, Safety and Compensation Commission (WHSCC).

xwave has worked with WHSCC for several years, completing the implementation of a data-warehousing solution in 2005. Now, using the new claims registration module, the Commission has automated its annual processing of 100,000 workplace injury forms, validating and matching the data within them to register over 13,000 claims per year.

In the case of **xwave**'s work with Nova Scotia's Department of Community Services, the Department's IT systems were supported by older mainframe technology. Although it had never experienced a serious service outage, the IT department was becoming concerned that the risk of unexpected downtime was increasing as the system grew older and more outdated. The new web-based Integrated Case Management tool—developed in collaboration with the Department and **xwave**—gives the Department a modern, flexible application that helps it deliver the highest levels of service to citizens of Nova Scotia.

The ICM system has received significant industry recognition, earning Nova Scotia's 2008 Premier's Award for Excellence and, in 2007, the Minister's Award for Excellence, and a Gold Medal at Ottawa's Government Technology Exhibition & Conference (GTEC). The solution has also been the subject of a Microsoft case study highlighting the benefits of the new system.

Another award-winner for **xwave** is the Asset Management Business Framework (AMBF) developed for New Brunswick's Department of Transportation. Earning a KIRA award and nominated for a Canadian Information Productivity Award, the AMBF uses mathematical-optimization techniques to enable more strategic long-term management of civil-infrastructure assets such as roads, bridges and ferries. **xwave** has recently enhanced the solution with the addition of a Program Development Tool used to create annual one-year programs and corresponding budgets. Attracting the attention of transportation experts from the around the world, the AMBF allows the Department to establish short-term development and maintenance programs that take into account long-term needs and financial restraints.

Operating one of Canada's longest-serving PeopleSoft practices, **xwave** is currently providing PeopleSoft leadership to the College of the North Atlantic (CNA). One of the region's largest post-secondary institutions (17 campuses across Newfoundland and Labrador and another in the Middle East State of Qatar), CNA has contracted **xwave** to upgrade its PeopleSoft Financials module (completed in September 2008) and its Human Resources and Student Administration modules (currently underway). Together these enhancements will provide the College with a platform for new application features and functionality.

"Critical administrative systems within an institute of higher learning must be current, reliable, and easy to use, both for students and administrators," says John Hutchings, CNA's VP Finance and Administration. "This software will help us stay abreast of technology advances while offering improved services that increase our competitive advantage."

In an industry that has seen more changes than most over the past decade, **xwave** has maintained an advantage that has strengthened its 40-year roots in Atlantic Canada.

