



Application Outsourcing

Provincial Health Department/Ministry

A Provincial Health Department/Ministry had a vision for healthcare that is community-based, patient-focussed and serves all the people of province. In order to increase accountability, the Department decided to outsource on-going maintenance of its suite of seven software applications that support the provincial Medicare program, and four smaller miscellaneous applications. Applications included Medicare claims and payment systems, hospital and doctor interface systems, and all financial systems.

xwave was awarded the outsourcing contract which includes application support, enhancement and development services. The contract is SLA based, fixed price and includes capacity model for change activity. Services are 50% enhancement work and 50% problem management, with 5X8 coverage including on-call service.

The work includes fixing errors in the system, adding new features (excluding major functional enhancements), reprogramming sections of the system for efficiency, and/or to reflect business process changes, and take full advantage of new technologies. Large functional enhancements are treated as separate initiatives, and are resourced based on workload and priorities.