



Intagras
Experience. Technology. Solutions.

Intagras – Case Studies

About AnazaoHealth

A privately held specialty pharmacy focusing on patient specific preparations serving the nuclear medicine and pain management markets, as well as providing drugs used in clinical trials.

AnazaoHealth is headquartered in Tampa, FL.

The Challenge

Currently, physicians call in their orders through an 800 number. Those call-in orders are answered and manually entered by AnazaoHealth customer service representatives. If possible, management would like to allow physicians the ability to securely order custom medications online. For budgetary reasons, any solution will need to integrate order process into the existing legacy system. The goal is to decrease amount of time spent by customer service reps handling each order throughout the process.

The Intagras Solution

Intagras worked with AnazaoHealth team members to design and architect the entire system based on a careful analysis of their existing business workflow. Intagras created an AJAX enabled ASP.NET website that allowed customers to securely enter orders. The site fully integrates into their current legacy system and uses existing business logic, minimizing ongoing maintenance and cost. The Intagras team leveraged their past experience and knowledge base to deploy a solution on budget and on time.

The Results

AnazaoHealth has been able to offer a faster, more accurate and efficient customer ordering experience. The following are actual results created by the Intagras solution:

- Average customer ordering time (per month) reduced from 4 hours to 30 minutes
- Customer monthly purchases increased 22% over historical averages
- Per transaction input errors and labor costs have been greatly reduced
- Revenue boost from increased orders and repeat business combined with cost efficiencies have produced a substantial increase to the overall bottom line

Client Testimonial

I could not be happier with the job that Intagras has performed for us. We have been extremely pleased with the relationship, competency, guidance and quality of work. Simply fantastic!

TJ Bresnahan, PMP

*Director, Information Technology and
Brachytherapy Operations, AnazaoHealth*

Technologies Used: ASP.net, AJAX, VB.NET, SQL SERVER 2005.