

KPAP (KAISER PERMANENTE OPERATION SUPPORT)

Client

Kaiser Permanente is America's leading integrated health care organization. The company has 8.2 million voluntarily enrolled members nation wide. Today Kaiser Permanente encompasses Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, and the Permanente Medical Groups, and it has an affiliation with Group Health Cooperative.

Challenge

In order to provide more benefits to its employees, physicians, members and their families, Kaiser looked to build an E-Commerce web application to provide user with a variety of discounted products and services. The characteristic of the user group was non-technical, therefore, an easy and user friendly interface became a key component to success.

Further, a management platform was also required for KP HR Department. The primary users of this department managed order processing, payment processing, report generation and search functions. The characteristic of this group consisted of users having entry level skills. They were very clear about business workflow. Due to having a huge work load each day, an easy to use, efficient and real-time response tool became apparent to help solve their urgent needs.

Solution

After collecting user and business requirements, analyzing the existing system, Saga Technologies' team architected the designated system with two separate web applications: WebStore and ManagementPortal.



WebStore was developed for end users to browse and search the activity catalogs, add items to the shopping cart tailored to the client, create orders, as well as manage user profiles.

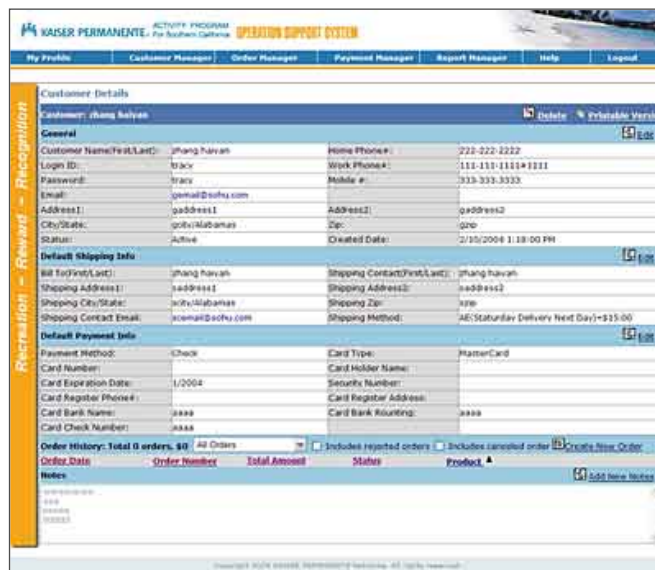
ManagementPortal was implemented with five key application modules: Customer Self Care Manager, Order Manager, Customer Manager, Payment Manager and Report Manager. The backend application allowed Kaiser HR Staff to:

- Integrate Shopping cart: Streamline the entire order processes of entering, reviewing, processing and shipping orders.
- Manage and Review Orders: Each order included the product ordered, customer information, shipping and payment information.
- Job Queue Based Order Processing: Provides a job queue based workflow automation to help user to process order efficiently.
- Print Order and Invoice: Print order and invoice easily.
- Search Engine: A search engine was developed to include various search criteria such as order number, order date, customer and shipping number.

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- **Send Confirmation Emails To Customers:** After order has been placed or shipped, user was able to send customer confirmation email or an email with their shipping tracking number.
- **Modify Orders Easily:** Change quantity, add or delete items, adjust shipping charges or sales tax, etc.
- **Credit Card Transaction Automation:** Automate credit card process with real-time and security transaction.
- **Enter Process Details:** Enter ship dates, tracking numbers, status codes, notes, etc.
- **Online Order Status Tracking:** Customer was able to use an online order tracking function to track their order status.
- **Report Generation:** Generate sales booking report, customer report, shipping report, payment report and much more.
- **Payment Tracking:** Track and manage customer payment information.
- **Manage Customers' Profile:** HR Users were able to add, edit and remove customers profile information.

For the technology platform, the system was developed with a multi-tiered architecture using ASP, COM/COM+ and SQL Server 2000. XML and XSLT. XSLT was used in the User Interface layer for providing flexibility in page editing and styling. The team also developed the session management module across the web farm to enhance performance, scalability and availability. SSL and Certificates were used to authenticate and authorize user permissions.



Client Benefits

This client was delighted with the success of the project and the complete solution that Saga Technologies provided. While the end users enjoy shopping value-proven products and services through the easy and user friendly WebStore, Kaiser HR Department was able to manage the increased order transactions with efficiency and real-time-response using ManagementPortal.

By working with Saga Technologies to understand and create unique solutions geared to their specific business requirements, the client was able to add functionality and produce an instant return on investment.

Technologies Utilized

ASP 3.0, SQL SERVER 2000, COM/COM+, HTML, JAVASCRIPT. XML, XSLT, DreamWeaver