

ABOUT THE CLIENT

Holon, based in Alpharetta, GA, believes that Healthcare should feel human. The Holon Universe platform improves doctors' abilities to treat patients by providing additional data in real-time. Data is gathered from multiple internal and external sources and provided to any point of care — within a care team's existing systems and workflows.

HUMAN-CENTERED HEALTHCARE: THE HOLON UNIVERSE'S PERFORMANCE BOOST

BUSINESS CHALLENGE

Holon Solutions strives to set the standard within the healthcare industry, embedding their belief that healthcare should feel human into every patient interaction. However, Holon faced significant challenges with their legacy system that impeded their mission. Their legacy system was coded from the backend and not very flexible, making it difficult to pivot and deliver quick turnarounds. That's when they turned to no-code development to enable the platform to be rules-driven and easily adaptable.

In addition to no-code capabilities, Holon's application required a real-time integration with a message queue (MQ) to provide doctors with timely, crucial information about their patients. This real-time requirement relies on an efficient MQ implementation to ensure the doctor is not missing any important information that may pertain to a patient's needs, making integration capabilities non-negotiable for the Holon team.

APPROACH & DISCOVERY

Holon turned to Decisions reseller partner, Emprise, to help them address their integration challenges and transition to a no-code tool. The initial MQ processing was built quickly with the goal of returning expected data. However, after several iterations, it became clear that processing results were not matching the expected performance, and optimization was necessary.

PRODUCT IMPLEMENTATION

Decisions' debugger and profiler were used to analyze the MQ handler flow and identified that half of the processing time was spent on non-mission-critical analytics. Additionally, the round trips to MongoDB for relatively static data and inefficient API authentication steps resulted in an unstable and inefficient MQ implementation.

Emprise and Decisions helped Holon optimize their MQ integration by implementing a second MQ to handle asynchronous analytics processing. They also refactored flows to utilize caching and eliminate unnecessary trips to MongoDB, developed an SDK step to replace time-consuming flow steps required for API authentication, and eliminated run flows for list steps that were unnecessarily embedded in the MQ handler.

RESULTS & IMPACT

As a result, Holon's end-users, the doctors who actively care for their patients, have a real-time experience that has led to an uptick in platform usage. Within seconds of opening a patient's chart, doctors using the Holon Universe have the additional information they need at their fingertips.

The MQ integration is now stable and performs optimally with no message backups.

FUTURE EFFORTS

The caching implemented in Decisions has kickstarted a broader optimization initiative to reduce roundtrips to MongoDB when accessing static data in flows. Additionally, by capturing additional metadata, Holon will be able to create dashboards that can monitor the health of the platform, including the MQ integration.

Holon is upgrading to Decisions 8 to gain additional efficiencies related to caching and REST API integration.

With the Holon Universe platform's improved performance, doctors can focus on patient health and wellbeing without worrying about the technology that supports them. Their successful integration with Decisions has helped them overcome their legacy system's limitations, and continues to deliver human-centered healthcare experiences for doctors and patients.

ABOUT DECISIONS

Decisions is leading the Automation Revolution. Decisions is one complete automation solution for Fortune 2000 financial services and healthcare companies. Customers use the Decisions Intelligent Process Automation (IPA) platform to write applications and build automations to fix customer experiences, modernize legacy applications, and automate anything and everything in their business. Visit [Decisions.com](https://www.decisions.com) to learn more about the Automation Revolution.

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