

ABOUT THE CLIENT

New Ocean improves health outcomes and lowers costs across organizations by addressing both chronic conditions such as high blood pressure and atrial fibrillation as well as lifestyle management. New Ocean uses embedded digital coaching, behavioral science and predictive analytics to help people achieve their health goals and position organizations to benefit from the growing digital healthcare landscape.

New Ocean Health Solutions

BUSINESS CHALLENGE

New Ocean's primary customers are Health Plans, Corporations, and Health Systems that subscribe to their platform and distribute it to employees for managing chronic conditions or participating in healthy lifestyle programs, such as running five miles a week. New Ocean also supports challenges that allow employees to compete against one another.

New Ocean needed a platform that would enable them to visually design and code their Insight Engine, which all of their data streams or inputs feed into. The Insight Engine determines a number of things including whether an activity or challenge is complete or rewards have been met. Messaging is created for chronic condition cases, reminding users to do things with pop-up messages. Tracking is set-up for monitoring how users are doing against goals, such as running three days a week for four weeks, to satisfy rewards. The rewards depend on the company and there are three basic reward types that are built into the application. These include dollars, badges, or points. New Ocean wanted to house downstream business logic in a single system and they decided to look into a rules engine.

APPROACH & DISCOVERY

New Ocean thought that it made sense architecturally to implement a rules engine so they evaluated about four vendors based on their requirements. Several of the vendors they evaluated didn't meet their needs or provide the stability they were looking for. Ultimately New Ocean decided on Decisions due to the overall functionality and stability of the platform. The evaluation process took about two months.

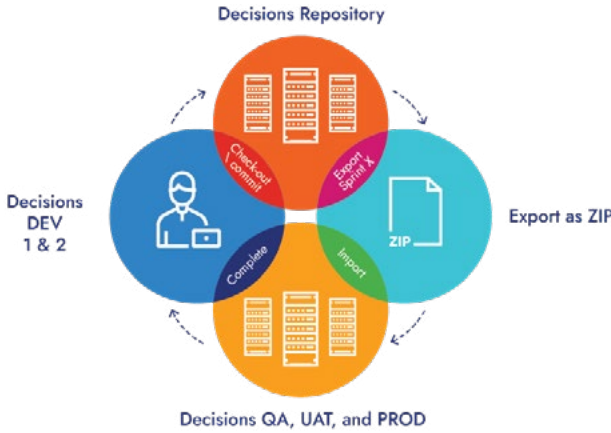
IMPLEMENTATION

The New Ocean team was impressed with the number of different things that Decisions can do. One of the things that surprised their team and caused them to select Decisions was that not only does the platform have a rules engine but also the flows and internal and external forms. The ability to have an application that runs inside Decisions itself where the users login or to use Decisions restfully provides great flexibility. New Ocean did the front-end development so they could have complete control and utilized Decisions for all of the back-end logic. They utilize the repository server for development. When a project is completed in development that branch is exported from the repository into the deployment packages (ZIP files), and then imported into QA. Once it passes QA it's imported into production on release night.

“Decisions made implementing emergency fixes faster and easier. Because Decisions is a visual designer, it’s easier to visualize changes, have confidence in them, and you can unit test individual components. Also, the export/import functionality allows you to quickly promote individual objects, rather doing a complete “build”.”

- Jeff Humphry, Senior Architect, New Ocean Health Solutions

Decisions Ecosystem- Deployment Strategy



New Ocean intakes health data from health data aggregators and processes it through rule sets in the application, utilizing Decisions, and provides recommendations on things like enrollment in certain programs. New Ocean also uses Decisions as a job scheduler which simplifies the process when you already have some code you want to run from a job and it’s compiled into a .NET application. Jobs run or make an API call out to one of their API’s and that kicks off the job so it’s very flexible

“Decisions has helped streamline our ecosystem. We used to have several other components including a .NET service engine. It was a messaging system that would post in and out of queues that has been simplified greatly because of the ability we now have to monitor and subscribe to queues from Decisions and use that to kick off a process.”

- Jeff Humphry, Senior Architect, New Ocean Health Solutions

ABOUT DECISIONS

With the Decisions no-code automation platform you can fix the customer experience, modernize legacy systems, ensure regulatory compliance, and automate anything in your business.

We help people who know what to do, get it done, and change their world.

See how at decisions.com

THE FUTURE

New Ocean’s Insight Engine powers their subscription service and the conditions they manage in the Insight Engine will continue to grow. New Ocean’s clinical department is continuing to add other types of chronic conditions, in addition to conditions like diabetes, asthma, high blood pressure, high cholesterol and atrial fibrillation, to help employees live healthier lifestyles. They have considered creating applications in the Decisions User Portal to support internal processes such as Human Resources.



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