# Multicare cuts development time with Dell software

Health insurance provider reduces application development time by 67 percent with Quick Apps for SharePoint

Multicare is a leading private healthcare insurance company based in Portugal. Formed in 1997, Multicare now has approximately 200 employees. When it needed to swiftly develop an important Microsoft® SharePoint® application, the insurer turned to Dell.

Multicare stores its business information, including data about its customers and its products, in a set of Oracle databases. Some 150 customer service and telesales staff accessed this information using an Oracle DB6 client application, which connected to and queried the databases to retrieve the required information. However, Multicare wanted these employees to have access to this information via the internet instead. Such an approach would make the data accessible from any workstation, without the need for specific client software, thereby reducing administration and maintenance overheads. In addition, the solution could later be extended to provide an online service to customers.

Multicare decided on an approach based on Microsoft SharePoint. However, because the data would remain in Oracle, the company needed an intuitive SharePoint interface with a search mechanism that would enable users to specify the information they wanted to access from Oracle. This functionality was not available natively in SharePoint, and Multicare recognised that implementing a custom-built solution would be time-consuming and costly to maintain. Therefore, the insurance company decided to seek a SharePoint application development solution that was fast and simple to implement and that would integrate easily with Oracle.

### Simplified development and customisation

Multicare was already a satisfied user of the Dell Toad® for Oracle solution, which its trusted reseller Dutec had delivered. Therefore, Multicare approached Dutec for advice. "When we saw a demo of Quick Apps for

> "It took 10 days to develop a menu system consisting of about 10 screens. It would have taken up to three times longer without Quick Apps for SharePoint. Development was fast with the Dell solution."
>
> *Luis Neves, Software Analyst and Programmer, Multicare*

## Business need

To reduce overhead and improve customer service, Multicare wanted employees to access business information online via a Microsoft® SharePoint® interface.

## Solution

The company implemented Quick Apps for SharePoint, which radically simplifies application development and customisation. Its embedded configuration tool, ezEdit, enables users to configure rather than code.

## Benefits

- Slashed development time by approximately 67 percent
- Reduced problem resolution time by 75 percent
- Delivered 100 percent ROI in four to six weeks
- Enabled fast implementation and a short learning curve

## Solutions featured

- Database
- Windows Server Management

SharePoint, we knew it was exactly what we needed to rapidly develop our SharePoint application," says Luis Neves, Software Analyst and Programmer at Multicare. "The demonstration proved that it would meet our requirements — in fact, it was perfect. We trusted both Dutec's recommendation and Dell's ability to deliver, so there was no real need to consider any other tools." SharePoint application development and customisation is radically simplified by Quick Apps for SharePoint. Its embedded configuration tool, ezEdit, enables users to configure rather than code, slashing application development time. Developers can build better SharePoint sites — and easily combine information, enhance views, and create applications, menus and dashboards — with Quick Apps for SharePoint. Plus, the solution makes it easy to integrate data from external sources such as Oracle, SAP and Lotus Notes, and then write it back through SharePoint.

**Cut development time by about 67 percent**
Multicare was able to quickly implement the Dell solution and integrate its existing Oracle data with SharePoint. "If you are familiar with SharePoint and Oracle, as we are, learning how to use Quick Apps for SharePoint does not take significant time," explains Neves. "Within two days, we had implemented the solution, learned how to use it and started developing our SharePoint application."

Using the solution proved just as easy. In fact, Multicare cut development time by approximately 67 percent throughout the project with Quick Apps for SharePoint. "It took 10 days to develop a menu system consisting of about 10 screens. It would have taken up to three times as long without Quick Apps for SharePoint. Development was fast with the Dell solution," says Neves.

**Reduced problem resolution time by 75 percent**
By taking advantage of Quick Apps for SharePoint, Multicare experienced significantly faster and more straightforward troubleshooting. "Quick Apps for SharePoint makes it very easy to identify an issue and then fix it," notes Neves. "We can now generally identify and resolve any problems well within one day. It would have taken us up to four days to identify the problem, and then longer again to fix it, without the solution."

**Delivered 100 percent ROI in four to six weeks**
Overall, Multicare reached full payback in just four to six weeks with Quick Apps for SharePoint. Neves says, "In the future, we plan to reuse the applications we've built in other situations, which will further increase the ROI."

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