



Identigene Modernizes Legacy Systems with Catapult Systems

New intranet and extranet web-based application automates Identigene's business processes

Identigene is a leading DNA identification corporation that performs paternity, forensic and other genetic testing services for clients worldwide. The company needed to update its genetic lab management solution.

The existing system was built on technology that has since become obsolete. Furthermore, major improvements are needed to support business growth and expansion into forensic testing.

Facing the difficulty of growing a business with an obsolete, unsupportable and inefficient legacy system, the only practical approach was to replace the entire system. This involved not only migrating the database to more functional technology, but also a complete new architecture and data model as well.

Because the current legacy system is a vital and integral part of daily business, the transition to the new system is especially challenging. Case records stored on the legacy system must be converted to the new system and database without any break in service.

The new system must be a modern, reliable and functional technology solution that will scale up as Identigene's business grows. The system must manage DNA identification for paternity, forensic and other genetic testing services for clients worldwide, as well as customer order processing, case management, lab processing and the delivery of test results. To that end, Identigene looked to Catapult proven track record with Microsoft-based solutions to deliver a custom solution to fit their needs.

How Catapult Systems Helped

Catapult conducted a comprehensive discovery and requirements effort. The goal was not to simply port Identigene's existing system to a new platform, but to truly discover what would make their business most efficient and successful. The Catapult solution enables substantial business process improvements in each of the following application areas:

Order Management

For purchasing merchandise or services, the order management system comprises a uniquely complex pricing algorithm and shipping and payment processing system in a wizard framework.

For purchasing DNA tests, the order management system includes the same functionality, as well as the ability to set sample collection methods and establish the delivery process for test results. The order management system is very flexible, allowing new products or services to be added without redesign or additional coding.

Case Management

The case management system manages a case through the testing life cycle and includes a complex case activation mechanism. This mechanism allows case managers and relevant parties to the case to manage timelines and set reminders to perform actions based on where the case is in the process (based on the case process schedule). An online knowledge base was also implemented to support case managers and other applicable personnel.

Contact Management

Identigene works with a diverse group of customers and partners. The contact management system allows users to record common contact information such as name, address, email, fax, etc. The strength of the system, however, is in its ability to record the disparate information between contacts, such as a test client's race or a commission amount for a client's account.

Lab Management

The lab management system directs the day to day operations of the testing lab. Through this system, lab personnel log in samples, manage test worksheets and case lifecycles, resolve testing exceptions, maintain race frequency data and review quality control exceptions. This system also interfaces with the DNA sequencing application.

“Catapult Systems took it upon themselves to become true experts of our business. As a result, they developed not only a superior technical system, but a perfect business solution as well.”

Caroline Caskey | CEO, Identigene

Shipping Management

The shipping management system is used for delivery of test results and merchandise such as marketing materials or test collection kits. It uses the shipping method specified by and paid for in the order management system and includes the ability to ship to foreign countries.

Accounting Management

Functionality in the accounting management system includes month-end, accounts payable and invoice reports generation, as well as transaction reconciliation.

Robust security is critical for the sensitive and confidential information contained in these systems. The system includes a secure interface for both Identigene employees and clients to retrieve case status and test results. The architecture currently supports well over 1,500 transactions a day and may be easily expanded to support additional users.

To this end, Catapult implemented online daily and monthly reporting features that provide business intelligence on billing, case turn-around times, sales statistics, employee performance and marketing initiatives. Catapult also provided Identigene with the training necessary to develop ad-hoc reports without the assistance of technical personnel.

Results

Identigene's new system was implemented without any disruption or downtime to their normal business day. In addition to the advantage of having a modern supportable system using the latest technology, Identigene experienced many vital business benefits as well, including:

Increased revenue

An increase in revenue was immediately recognized because Identigene was able to more accurately track and charge for genetic tests, services and products. Identigene's caseload capacity was substantially increased by automating and improving numerous business processes. Making case results conveniently available online and improving case status response times boosted customer satisfaction. Partner satisfaction was increased by raising both the quantity and quality of case statistics available through the secure Extranet.

Improved accuracy

The overall accuracy of product and service delivery was strengthened by introducing automated quality control checks throughout all order data acquisition processes and by replacing manual processes. The combined effects of the new system have resulted in a better streamlined process, better customer and partner satisfaction and increased profitability for Identigene.



How can we help you?

Contact us at 1-800-528-6248 or info@CatapultSystems.com