Case Study

A Full-Scale Staff Rostering Solution For a

UK-based Home Care Service Provider

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We developed a full-scale staff

rostering solution using

OptaPlanner for a UK-based home care

service provider.

Summary

MyHelpa is a software company that provides customizable SaaS solutions to private B2B home care agencies in London. The company offers a digital platform that is designed to eradicate manual processes associated with staff rostering and vehicle routing in the domiciliary sector. It does so by automating homecare workflows using an AI-driven planning engine that helps solve and optimize complex schedules with ease. Here, the main aim of the system is to enable homecare professionals to schedule home visits to serve and aid elderly individuals.

Scope of Work

Industry

Healthcare, Domiciliary

Users

Homecare Agencies, Domiciliary Care Professionals

Technologies

React.js, React Native, OptaPlanner, Python, Django, PostgreSQL, Redis, Amazon S3

Team Size

9 Oodlites

2 Fronend Developers, 2 Backend Developers, 2 Android/iOS Developers, 1 OptaPlanner Expert and 2 QA Engineers

MyHelpa is a leading software company in London that empowers homecare professionals and agencies to deliver exceptional services to the elderly. The MyHelpa team sought ERP development services `to` build an AI-based workforce management system that facilitates

seamless employee scheduling, staff rostering, and routing services. In short, they wanted to develop a solution to overcome the following challenges faced by homecare agencies:

- Inefficient means of communication between care professionals

- Lack of effective HR management within care agencies

- Lack of effective scheduling and rostering mechanism

- Excessive amount of manual work for care admins

Absence of an effective tracking system for care process management

- Lack of transparent and fair payroll system for homecare workers

- Absence of a routing solution that could help expedite homecare services

Our Solution

The Oodles ERP team developed a full-fledged B2B SaaS solution using OptaPlanner that is fully customizable as per varying needs of homecare agencies. The solution comprises of a web platform for care providers as well as a mobile application for carers and clients. The homecare software developed by Oodles is mainly a white label solution that MyHelpa uses to render software assistance to homecare agencies operating in the UK. Through this solution, the latter targets

a small segment of regulated and non-regulated care agencies in London and the UK. The company also stands firm on its plans to expand to Western Europe in the coming years.

1. Frontend Development

There were two dedicated resources for frontend development and the team mainly used the React.js framework.

2. Mobile **Frameworks**

React Native was used to develop the MyHelpa app to support both Android and iOS

platforms.

3. Backend Development

The backend was divided into two parts, one was based on OptaPlanner and incorporated Java-based coding. The other one was built using Python-based programming on Django.

4. Data Storage

The backend team used two main database management systems viz. Redis, PostgreSQL, and Amazon S3 bucket for file uploads.

Results Delivered

The solution developed by Oodles for MyHelpa team focuses on eliminating operational bottlenecks prevalent in the domiciliary sector due to manual handling of various tasks. We successfully achieved our client's requirement and delivered a multi-tenant SaaS application with the following features:

• Team Data Storage and Management

• Clients Data Storage and Management

• ROTA Management Scheduling Algorithm

• Family Members & Funders Access

• Medical/Health Records

- Care Contacts/Professionals Access

- Timesheets Management

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Employees Payments Management

- Invoices For Clients

- Mobile Application (iOS/Android)

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