

Nightingale Lights the Way to a Paperless Office With Caspio



COMPANY PROFILE

Nightingale Home Healthcare provides in-home care to senior citizens across six States, allowing patients to remain in the comfort of their own home while receiving the highest quality of care.

homecareforyou.com

CHALLENGE


Nightingale needed a way to improve the flow of administrative requests between supervisors based at headquarters and remote nurses spread across eleven different States.

SOLUTION

Using Caspio, Nightingale developed an online database to access, share and store important documents, improve workflows and organize patient records across different offices.

BENEFIT

With little to no coding experience, Nightingale built and deployed a sophisticated and reliable online database quickly and at a fraction of the cost of traditional development methods.



“Caspio applications appear as our own product and integrate seamlessly into our website. It’s impossible for the casual user to know they are elements from a different server.”

Rajesh Relan
Web and Art Director, Nightingale Home Healthcare

CHALLENGES OF A MODERN MOBILE WORKFORCE

Nursing pioneer Florence Nightingale is known as “The Lady with the Lamp” because she would carry a small oil lamp while caring for wounded soldiers at night. This is just one of many examples of how Florence Nightingale, and her unceasing commitment to providing the very best care for her patients, laid the foundation of modern nursing.

Florence Nightingale’s passion, dedication and innovation serves as inspiration for Nightingale Home Healthcare. In the spirit of its namesake, Nightingale Home Healthcare provides quality care to senior citizens in the comfort of their own home. With office locations spread across eleven different States, however, Nightingale faced a roadblock that is increasingly familiar to many of today’s businesses. The core of its workforce is geographically scattered, forcing their over 500 employees to remotely handle many administrative tasks such as filling out administrative forms, managing in-home care assignments and processing time-off requests.

THE PATH TO PAPERLESS

Upon observing the costly administrative burden the company was incurring, it became apparent to Nightingale’s Web and Art Director Rajesh Relan that his organization urgently needed to optimize these processes. Believing the solution lies in going paperless, Relan weighed his options. He initially considered hiring a web developer to build custom workflow applications. However, this approach would have been very expensive and didn’t guarantee quick results. “We are not situated in an IT epicenter like Silicon Valley,” said Relan. “We don’t have enough local web development talent for this approach to be viable.”

DATABASE EXPERIENCE NOT REQUIRED

Relan eventually discovered Caspio and realized that he didn’t need to hire an expensive web developer to build applications. Caspio gave him the power to quickly create databases himself – with no coding experience required. Caspio’s visual application builder allowed Relan – despite lacking familiarity with databases – to create exactly what his organization needed. After creating his online database, Relan proceeded to create several web applications to handle administrative tasks such as time-off requests, appointment scheduling and training certification programs.

These web applications were rapidly deployed on Nightingale’s intranet, providing easy access for remote workers. Customized web forms allowed employees to submit various requests to managers for approval and to receive timely status notifications. Relan also developed an application for their patients to submit testimonials online.

“In this industry, sharing customer testimonials effectively is important and mission-critical,” Relan explains. “With Caspio, I was able to create a submission form that allowed our customers to share their testimonials easily.”



Visual Application Builder

Caspio's point-and-click user interface allows Nightingale to easily create online web forms easily and with minimal coding.



Versatile Online Forms

With Caspio, Relan is able to create custom database-driven forms that are feature-rich and highly versatile.



Flexible User Management

Caspio's flexible user management capabilities provides secure access for Nightingale employees across several locations.



Rapid Deployment

Nightingale is now deploying custom database applications quickly and at a fraction of the cost.



Nightingale Home Healthcare Web Forms, Powered by Caspio

CASPIO LIGHTS THE WAY TO MORE SAVINGS

"Nightingale's goal was to go paperless," Relan explains. With Caspio, Nightingale achieved this goal by bringing the capability to build custom web applications in-house, without the need to hire an expensive web developer. In addition to going green by going paperless, Nightingale is also seeing another kind of green — the money saved by developing applications in-house to streamline operations.

The need for growing organizations like Nightingale to streamline administrative processes and cut costs is more important than ever. To face these challenges, Caspio arms business leaders like Relan with an easy-to-use platform that allows them to create sophisticated web-based applications to automate these tasks. This in turn enables Nightingale Home Healthcare to deliver greater value for their patients, in keeping with the honored tradition of Florence Nightingale.

“I would 100% recommend Caspio to other companies that need to automate their processes. It can handle many issues, no matter how simple or complicated.”

Rajesh Relan, Web and Art Director
Nightingale Home Healthcare



Application Developer Spotlight: Rajesh Relan

Rajesh Relan is the Web and Art Director for Nightingale Home Healthcare. Initially having no IT or programming experience, he started using Caspio to create simple submission forms. This eventually grew into sophisticated applications that process time-off requests, organize appointment schedules, manage employee training programs and allow patients to submit testimonials.

“Caspio has helped me elevate what I am able to do for my company,” Relan shares. “With Caspio, I now have the ability to resolve more problems than ever before.”



COMPANY PROFILE

Caspio is the leading cloud platform for building custom business applications without coding. Embraced by business professionals for ease of use and trusted by IT professionals for security, compliance and scalability, Caspio's all-in-one platform provides everything needed to capture data, share information and automate business processes. The combination of a powerful online database, rapid application development tools and scalable cloud infrastructure reduces software development time by up to a factor of 10. Caspio powers more than one million applications for businesses of all sizes in over 100 countries, ranging from global corporations and government agencies to universities, nonprofits and small businesses.

CORPORATE HEADQUARTERS

2953 Bunker Hill Lane, Suite 201
Santa Clara, CA 95054
United States

 +1 (650) 691-0900

 caspio.com

