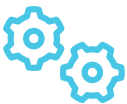# Bridging the Gap: Effective Engineering Oversight in Health Care Software Development

Client Profile

Arkos Health is an Arizona-based health care technology company specializing in integrated care systems and value-based care solutions. With a mission to be a trusted platform for payers, physicians, and patients, Arkos is committed to driving the transition toward value-based care. The company was formed in 2020 through the merger of Curavi Health, CarePointe, and U.S. Health Systems (USHS).

Challenge

In preparation for the merger, Arkos saw an opportunity to significantly upgrade its software and address potential challenges related to integrating the platforms of three companies that would soon become Arkos. With some source code nearing obsolescence, coupled with a small founding technical team, Arkos worked with UPMC Enterprises' Software Engineering team to conduct an assessment of the combined companies' Software Development Life Cycle (SDLC) best practices and coding quality and hygiene. Opportunities for improvement were identified by the team that ultimately would help Arkos to ensure patient onboarding deadlines could be met.

Solution

Arkos engaged UPMC Enterprises' Software Engineering Oversight team to lead an offshore development team in improving technical capabilities and optimizing engineering processes. The Software Engineering Oversight team introduced rigorous protocols, established best practices, and implemented Agile methodologies. The team also facilitated requirement gathering, sprint refinements, and new workflows. When gaps in the offshore development team's technical expertise were identified, UPMC Enterprises allocated additional personnel and resources to refactor the codebase and vetted a new offshore development team to support ongoing capacity and ensure a smooth transition. Expertise across software engineering, quality assurance, data engineering, cloud infrastructure, and data warehousing helped Arkos to address technical challenges in a comprehensive and timely manner.

Impact

The Software Engineering Oversight team prioritized the most critical risks and systematically remediated them. Their implementation of new, streamlined engineering processes eliminated a two-week post-release stabilization period, improving release code quality. In parallel, UPMC Enterprises' team assisted Arkos' technology leader in identifying, interviewing, and onboarding new onshore engineering managers and a new high-quality eight-person offshore development team. These new hires would form the backbone of Arkos' technical team, responsible for managing the company's technology infrastructure post-engagement. UPMC Enterprises had significantly enhanced the quality of Arkos' software, introduced new features such as contact change detection, improved customer satisfaction, and made Arkos' core product more sustainable, laying the groundwork for long-term scalability and success.

Arkos needed to refactor an inherited codebase, replace an offshore development team, and onboard new patients in a short timeline. UPMC Enterprises brought its health care-specific technical expertise to assist Arkos meet its development and business milestones, improve its engineering culture, and position the company for rapid growth.

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