

CASE STUDY

Engineering a Real-Time Case Management Platform Across Healthcare and Social Services

Introduction

In modern healthcare and social services, care coordination is fundamentally a data problem. When cross-functional care teams lack a unified view of a patient's history, referrals lapse, services stall, and critical care decisions are made in informational silos.

Zemoso partnered with a leading healthcare and community-based organization to architect a secure, enterprise-grade case management platform. The solution transforms disconnected service networks into a unified, real-time continuum of care, ensuring vulnerable individuals receive timely, coordinated support.

Challenge

Healthcare and community service providers typically operate on isolated legacy systems. The platforms lack interoperability and care teams struggle to assemble a holistic view of a client's cross-organizational history.

The Impact of Siloed Care: Studies show that patients experiencing highly fragmented care report a 23% gap in care coordination, with 61% of adverse events directly linked to poor communication between providers.

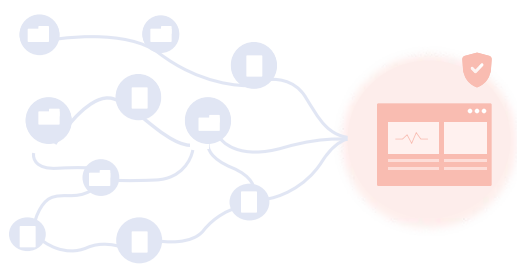
Without shared visibility, case managers are forced to rely on manual tracking and fragmented records. This administrative friction slows down referrals and increases the risk of critical service delays.

Impact



For individuals receiving care

Receive faster, uninterrupted medical and social support by eliminating critical service delivery delays.



For care teams

Coordinate patient referrals in real time through a secure, unified dashboard.

Core solution

Zemoso engineered a secure, high-performance web platform for cross-sector care coordination, delivering the right information to the right provider at the right moment.

1. Enterprise-Grade Security & Compliance

To protect sensitive data without friction, we implemented a robust Spring Security layer. The architecture enforces MFA and role-based access controls (RBAC), ensuring strict data governance and regulatory compliance.

2. Dynamic, Low-Code Workflows

Rather than forcing organizations into rigid, static templates, Zemoso engineered a dynamic form capability. This allows individual organizations to independently configure intake forms, assessment tools, and service records to map precisely to their unique care models.

3. Hybrid Architecture & Serverless Integration

We combined relational databases and MongoDB for real-time data handling, alongside AWS Lambda for scalable microservices. This seamlessly connects legacy systems and external APIs without costly full-scale replacements.

4. Audit-Ready Intelligence

To simplify governance, we integrated a comprehensive user activity tracking and audit logging layer. This provides administrators with full visibility into platform usage, driving continuous quality improvement and making compliance reporting seamless.

Client testimonial



Ada Glover,
Co-founder



The Zemoso team has been a compelling partner through build and deployment. Initially, the Zemoso team co-facilitated a Design Sprint that resulted in a compelling product that was used for user research and recruitment of early customers. Zemoso then partnered closely with Zus product and engineering counterparts to design, build, test and deploy capabilities on an aggressive timeline. The Zemoso team was collaborative, proactive, and brought a diverse set of capabilities to the table. They continue to be a trusted partner.

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