ACRO SERVICE CORPORATION

Modernization of State Department Healthcare through AIS(Aging Information Software)

CLIENT CHALLENGE

A State Department faced critical operational inefficiencies with their outdated paper-based processes. Their manual systems created significant challenges:

- **Processing delays:** Staff spent 60% of time on manual data entry
- **Compliance risks:** Federal reporting requirements increasingly difficult to meet
- **Limited accessibility:** Citizens struggled to locate available services
- **Security concerns:** Paper records compromised confidential client information
- **Resource allocation:** Inability to track program funding and grant utilization effectively

The Department needed a modern, secure system to transform service delivery while ensuring regulatory compliance and data security.

"Acro's technology solution transformed our ability to serve aging citizens efficiently while meeting complex regulatory requirements. The system paid for itself within 18 months through operational savings."

—**Department of Healthcare, CIO**

ACRO SOLUTION

Acro designed and implemented the Aging Information Software (AIS), a comprehensive cloud-based solution with:

- **Streamlined intake process:** Online NAPIS/ADRC enrollment forms with bulk upload capabilities reduced processing time by 73%

- **Financial management:** Integrated fiscal modules track program funding and grants in real-time

- **Provider ecosystem:** Comprehensive resource management system connecting clients with 400+ service providers

- **Public service directory:** Self-service portal allowing citizens to find and access resources independently

- **Performance analytics:** Monitoring tools for Area Agencies on Aging (AAA) measuring 16 key performance indicators

- **Secure environment:** HIPAA-compliant Microsoft Azure Government Cloud hosting with end-to-end encryption

MEASURABLE OUTCOMES

The implementation delivered quantifiable value across multiple dimensions:

Key Performance Area	Before AIS	After AIS
Average response time	14+ days	3-5 days
Reporting compliance	76%	99.8%
Client assessment time	45 minutes	12 minutes
Service provider network	220 providers	400+ providers
Document security	Variable	HIPAA-compliant

TECHNOLOGY ARCHITECTURE

Acro built a scalable, secure solution using enterprise-grade technologies:

Reporting:

Crystal Reports with customizable dashboards

Phase 03

Phase 04

Hosting:

Microsoft Azure Government Cloud with geo-redundancy

Security:

Role-based access, audit trails, and encryption

Phase 05

STRATEGIC IMPACT

The AIS implementation transformed the Department's operational model, enabling them to serve 40% more clients without staffing increases while meeting 100% of federal reporting requirements on time.

ACRO SERVICE CORPORATION