



# CUSTOMER SPOTLIGHT ARGO

## ARGO

ARGO looks to 3Cloud to quickly develop an Azure FHIR solution for their Behavioral Health app to empower them to rapidly bring it to market.

### CHALLENGE

Nurses working in Behavioral Health are challenged with the utilization review process for incoming patients. ARGO recognized the need to provide a way to improve this process to save clinicians valuable time and improve patient care by helping people needing behavioral health services get the treatment they need, plus maximize insurance reimbursement. ARGO developed a Behavioral Health CareChain application for hospitals and treatment centers to improve utilization review workflow efficiency, making the process easier to manage. ARGO built the app with an HL7 hub around standards to protect and secure patient information. As the industry has increased healthcare facilities standards to include FHIR (Fast Healthcare Interoperability Resources) to protect this sensitive data, ARGO realized they needed a FHIR solution and additional expertise to implement it.

### SOLUTION

ARGO engaged with 3Cloud based on 3Cloud's deep expertise exhibited while working on a prior highly successful project and 3Cloud's recognition as a Microsoft 2022 Worldwide Finalist for Healthcare & Life Sciences Award. Our team had the knowledge to implement HL7 standards and a FHIR infrastructure. 3Cloud was able to quickly give ARGO the ability to accept HL7, as well as FHIR messages, enabling interoperability with any EMR system plus empowering them to get this application to market rapidly. In addition, the client wanted a well-defined app for end users. 3Cloud developed a new UI/UX web interface based on ARGO's design and tied that into the FHIR component, and helped ARGO create the settings required to bring on approximately 20 hospitals already on deck to implement this new cloud-based solution.

### RESULTS

Bringing in 3Cloud accelerated ARGO's development of the Care Chain app while building and implementing a FHIR solution. In addition, we helped their team rapidly adopt and upskill in FHIR. As this solution is built in Azure, it is ARGO's first-ever software-as-a-service (SaaS) offering for their customers. 3Cloud also helped to develop an improved UI/UX solution interface, providing an easily understandable application for their clients and end users. Most importantly, we enabled ARGO to get this application to market rapidly, allowing them to market this key application to behavioral health facilities to save valuable time, increase insurance reimbursement, and improve patient care. Once officially on the market, this game-changing solution has strong potential to create an additional revenue stream for ARGO.

### ARGO CLIENT PROFILE

**Industry:** High Tech Software & Platform  
**Employees:** 250  
**Annual Revenue:** \$100M  
**Innovation Focus:** App Innovation/  
App Development

"Any company looking to expand their horizons and be innovators will benefit from working with 3Cloud. The work ARGO is doing today using Azure has strongly benefitted from the success we have had with 3Cloud."

- Michelle Hook, MSN, RN  
Director, Product Management – Healthcare