

# Scaling a Next-Gen Healthcare Data Platform with Compliance, Speed, and Offshore Precision

TechKraft impact on Abacus Insights has enabled them to achieve major milestones

**0 → 85+**

FTEs in 24 Months



**ODC → BOT**

Delivery Model transformation  
from ODC to BOT Ownership Transfer



An overview about the client and how we helped them is presented here.

**Abacus Insights** is a U.S.-based healthcare data platform dedicated to revolutionizing how health plans manage data. Their cloud-native platform helps payer organizations consolidate disparate data—ranging from claims to clinical to member eligibility—into standardized, interoperable structures. This enables analytics, regulatory reporting, and program optimization at scale.

In 2021, Abacus partnered with TechKraft Inc. to augment its platform and engineering capabilities. What began with a lean team of 10 engineers rapidly scaled into a multi-disciplinary 85+ member offshore force covering everything from data operations and product QA to business analysis, SWAT, delivery management, and business enablement functions like HR, Finance, Operations, and Infrastructure.

To support this long-term growth and secure infrastructure needs, TechKraft established a dedicated Offshore Development Center (ODC) in Kathmandu, Nepal, operating under strict HIPAA and ISO 27001 standards. Today, the engagement is executed under a Build-Operate-Transfer (BOT) model, enabling Abacus to scale with autonomy while reducing total cost of ownership.



**Location**

Boston, USA



**Industry**

Healthcare Data Technology



**Stage**

Series B, \$80M+ raised



**Users Impacted**

28+ million unique members



# What Abacus Delivers to its Clients

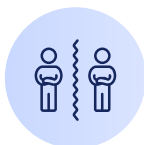


Abacus supports health plans and payers by delivering high-quality, standardized healthcare data pipelines, enabling:

- ✓ **Risk Adjustment:** Automated HCC extraction and RAF score optimization.
- ✓ **CMS Interoperability:** End-to-end support for 9115-F and 0057-F, including FHIR Patient Access APIs.
- ✓ **Clinical Data Exchange:** Secure integration across EHRs, HL7 messages, and lab systems.
- ✓ **Quality & Compliance Reporting:** Seamless data flows for HEDIS and Star ratings.
- ✓ **ASO Carve-Out Models:** Support for plan sponsors managing custom populations.

## CHALLENGES

Abacus faced operational inefficiencies, talent shortages, and regulatory complexities that limited their potential before partnering with TechKraft.



### Fragmented Vendor Ecosystem

Abacus previously engaged multiple contractors and vendor firms across various geographies. This created communication lags, lack of shared goals, and no consolidated performance metrics or accountability standards.



### Limited Knowledge Retention

Without a centralized documentation process or institutional knowledge framework, onboarding new team members was time-consuming. Context gaps across teams led to inconsistencies and redundant work.



### Scarce Domain-Specific Talent

The U.S. market lacked cost-effective, healthcare data-literate engineering talent. Hiring was slow, expensive, and operational scaling was hindered.



### Regulatory Risks in Scaling Offshore

Building an in-house offshore team in a foreign location introduced compliance, legal, and operational risks that Abacus wasn't resourced to handle alone.



## OBJECTIVES

To scale responsibly and deliver for their clients, Abacus needed a partner to fulfill key roles to achieve their objectives.

### Business Analysts

Translate BRDs into ETL logic, align priorities with product teams, and document transformation paths.

### QA Telemetry Engineers

Validate transformation logic (TST docs), conduct null-value checks, smoke tests, and build automated validation scripts.

### Project Managers

Manage agile ceremonies, track sprint velocity, coordinate delivery between client and offshore squads.

### TechOps

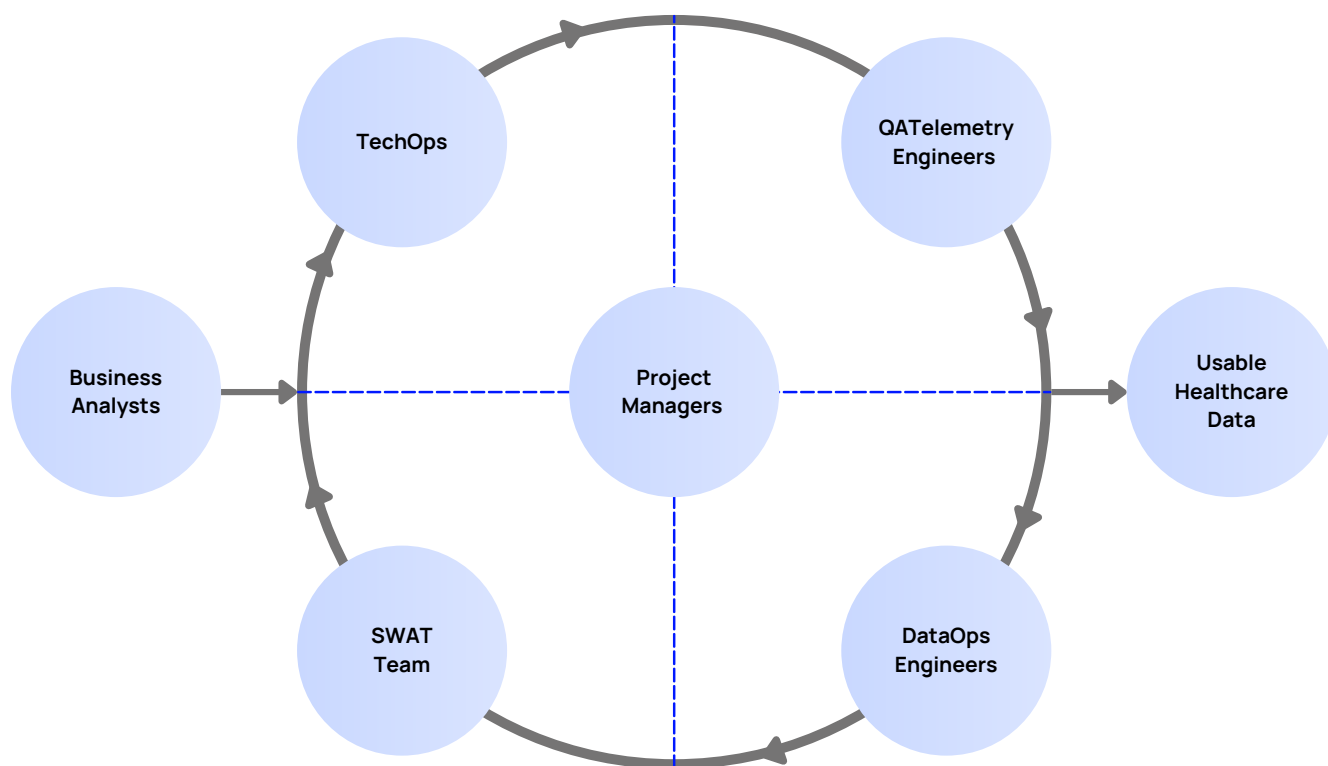
Operate data pipelines, resolve ingestion issues, align outputs with Technical Specification Documents (TSDs).

### DataOps Engineers

Monitor data availability, ingestion jobs, job failures, and manage SLA-driven delivery for payer clients.

### SWAT Team

A rapid-response unit deployed for debugging, platform stabilization, and implementation crises.



# TechKraft's Solutions Framework

In addition to providing strong technical and engineering solutions, TechKraft supported Abacus with **complete business enablement** functions—HR, Finance, Operations, and Infrastructure—allowing Abacus to focus solely on its product and clients.

## 1.

### Comprehensive Roadmapping & Strategy Alignment

TechKraft began the engagement with a 6-week deep-dive into Abacus's product and engineering landscape. Following this assessment, a structured roadmap was co-developed across:

- ✓ **Platform evolution targets** (e.g., transformation speed, scaling APIs)
- ✓ **KPI alignment** (e.g., % of on-time deliverables, QA defect rates)
- ✓ **Team embedding structure** (pods aligned to product, ops, QA, BA)

## 2.

### Cross-Functional Team Scaling

Hiring was executed in 3 waves:

- ✓ **Wave 1:** Senior engineers and BAs onboarded to stabilize foundational workflows
- ✓ **Wave 2:** QA, TechOps, and mid-level resources scaled up to match client volume
- ✓ **Wave 3:** SWAT, project managers, and documentation experts brought in for maturity

All team members underwent domain training in:



U.S. payer data structures



CMS compliance rules



HIPAA and PHI handling



# 3.

## ODC: Compliance-First Engineering Hub

To fulfill enterprise compliance needs and day-to-day operational reliability, TechKraft built and fully managed an Offshore Development Center (ODC) in Kathmandu. This hub was not limited to IT provisioning—it was a turnkey ecosystem built to support long-term growth.

### Security Infrastructure

- ✓ Clean Room protocols to control sensitive data access
- ✓ Advanced firewalls and segmented network zones
- ✓ Secured endpoints with strict device usage policies
- ✓ Physical security and access restrictions within the facility.

### Infrastructure Support

- ✓ Fully equipped workstations and ergonomic furniture
- ✓ High-speed internet, backup servers, UPS systems
- ✓ Office maintenance, safety protocols, and power backup

### HR & People Operations

- ✓ End-to-end onboarding including contracts, orientation, and cultural alignment
- ✓ Employee benefits setup including insurance and Social Security Fund (SSF) registration
- ✓ Engagement activities for retention, well-being, and productivity

### Finance & Payroll Services

- ✓ Monthly payroll processing with full tax compliance
- ✓ Benefits disbursement, provident fund, and bonus cycles
- ✓ Cost transparency and localized financial advisory

### Admin & Operational Services

- ✓ Daily food/snack management and catering vendors
- ✓ Evening shift transport management for employee safety
- ✓ Festival events, team outings, and on-site celebration planning



#### **\*Zero Setup Hassle**

Clients like Abacus didn't need to lease office space, hire support staff, or manage government registrations. From day one, TechKraft owned the heavy lifting so that Abacus could test offshore capabilities without upfront investment or long-term risk.

## **4.**

### **Documentation & Knowledge Retention Architecture**

TechKraft implemented a centralized documentation structure:

- ✓ Standard Operating Procedures (SOPs)
- ✓ Confluence-based playbooks for every ETL process
- ✓ Onboarding manuals for every new client use case

This ensured consistent knowledge handoff and faster onboarding cycles.

## **5.**

### **Migration & Operational Handoff**

TechKraft coordinated with legacy vendors and Abacus leads to:

- ✓ Migrate platform workflows into secure environments
- ✓ Document and streamline redundant processes
- ✓ Conduct phased rollout of new offshore-managed pipelines
- ✓ Train Abacus's internal teams for post-handoff support

## **6.**

### **Ramp-Up Efficiency: Scaling at Zero Capex**

TechKraft absorbed all infrastructure, HR, finance, and compliance costs—eliminating upfront Capex for Abacus. The structured three-wave hiring model combined with internal onboarding bootcamps allowed for fast, low-risk expansion.

- ✓ Grew from 10 to 85+ FTEs in 24 months with clear domain and tool training
- ✓ No upfront investment required—Abacus tested Nepal operations with full flexibility
- ✓ If the location hadn't worked, Abacus could exit with no financial loss
- ✓ Each team embedded smoothly into existing Abacus squads with aligned delivery goals



## RESULTS AND BUSINESS IMPACT

### Client Testimonial



**Bill Brown, CISO & CIO**  
**Abacus Insights**

"TechKraft has been instrumental in ensuring the security of our healthcare data and infrastructure. They have become an extension of our internal team, consistently delivering quality engineering support while adhering to our strict compliance and security requirements. Their ability to scale rapidly and align with our culture has made them a valuable partner in our journey."

Outcome	Impact
Team Growth	Scaled from <b>0 to 85+</b> in just 24 months
Ramp-Up Speed	<b>Zero Capex</b> for Abacus, with fast hiring cycles and full onboarding support
SLA Performance	<b>100% SLA</b> adherence across ingestion and delivery tasks
Workflow Execution	<b>20+</b> production-grade transformation workflows deployed
QA Optimization	QA cycle <b>reduced by 35%</b> via telemetry-based testing scripts
ODC Transition	Fully transitioned to <b>Abacus-owned offshore operation</b> under BOT model

**TechKraft's BOT Advantage:** Abacus avoided upfront investment risk. They were able to test and validate their Nepal operation without long-term financial commitment. If it hadn't worked, they could have exited at zero Capex.





# Let's Talk About Where You're Headed

You might be building a payer platform, preparing for CMS mandates, or expanding your data ops team offshore. Wherever you are in your journey—TechKraft has walked that path before. We don't just provide talent or tech; we embed, align, and deliver. If you're looking for a partner who understands healthcare data from the inside out, you're in the right place.

## Contact



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