



Blue Trail Software

Scaling Complex SaaS Platforms

Offering

Scaling Complex SaaS Platforms: Helping SaaS companies handle exponential growth, serve enterprise clients, and modernize infrastructure.

Project Details

- **Client:** AxisCare, a leading home care management platform serving home care agencies across the U.S. and expanding into Canada.
- **Industry:** Home Care SaaS / Healthcare Tech
- **Engagement Type:** Long-term engineering partnership to scale a complex SaaS platform
- **Services Used:** Software architecture optimization, performance scaling, infrastructure enhancements, API standardization, front-end modernization, mobile app optimization, multi-market enablement

The Challenge

As AxisCare grew rapidly, new performance and scalability challenges emerged:

- Slow report generation (up to 120 seconds)
- Legacy codebase with limited design patterns
- Features promised to clients faster than engineering could deliver
- Need to handle nearly 3x growth in seniors served and larger enterprise clients

The BTS Solution

BTS embedded senior engineers directly into AxisCare's teams, driving architectural modernization and performance improvements:

- **Optimized critical APIs & reports:** longest report load times reduced by approx. 75% (120s to approx. 30s)
- **Ongoing optimizations across all layers** (persistence, networking, infrastructure, domain, application): reduced overall response times and enabling seamless handling of increased user loads
- **Horizontal scaling & caching across all layers** (persistence, networking, infrastructure, domain, application): improved infrastructure to handle enterprise-level load
- **Front-end modernization:** improved speed and reliability for thousands of users

● **Improved local development environments:** adjusted Docker configurations to enhance local development with dockerized services, reducing friction and accelerating development cycles.

● **Daily release cycles:** from 2-3 sprints per feature to shipping features as soon as tested and approved

● **Internationalization enablement:** introduced multilingual support starting with the mobile app, and separately initiated improvements to support Canada's market-specific requirements.

● **Built/optimized high-impact features:** including billing, EDI process, reports, third-party integrations, payments gateways, US state-specific implementations, notifications, chatbots, payroll, and EVV

Impact & Results



Nearly 3x growth in seniors served since BTS joined



4x employee growth enabling broader business scale and engineering capacity



Platform can now confidently scale to support agencies of all sizes



Daily deployments accelerating feature delivery and client onboarding



Mobile caregiver app now one of the **highest-rated in the industry with 4.8 stars** on both Google Play & App Store



BTS-led teams now own key modules, ensuring scalability and stability as AxisCare expands



Reduced technical debt and improved code quality/standards, with better logs and error reporting

With BTS as a strategic partner, AxisCare continues to scale seamlessly and meet growing customer demand.



BTS provided top-tier engineers who quickly integrated into our team and delivered exceptional results. They're a true partner in our growth journey.

John Atkinson, CTO, AxisCare

