



Blue Trail Software

Outsourcing Risk + Trust

Offering

Outsourcing Risk + Trust: Building long-term, high-trust engineering partnerships that deliver mission-critical outcomes.

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:** Strategic outsourcing partnership with end-to-end ownership of critical modules
- **Services Used:** Dedicated development teams, module ownership (EDI, EVV, Billing, Mobile), QA collaboration, rapid feature delivery, compliance enablement, risk mitigation

The Challenge

AxisCare needed a partner who could:

- Deliver mission-critical features under tight deadlines
- Some BTS embedded engineers function as team leads and subject matter experts in key modules
- Build trust quickly while integrating into existing teams
- Maintain quality and stability while scaling rapidly

The BTS Solution

BTS became a trusted engineering partner, leading several critical initiatives:

- **Owned entire modules:** Mobile App, EDI/EVV (state compliance), Skilled Care, Internationalization
- **Delivered high-stakes features fast:** Completed a critical build in just 3 weeks to secure a strategic client
- **Safeguarded compliance:** Led the EDI/EVV module, enabling home care agencies to meet state regulations and tax requirements
- **Embedded leadership:** BTS engineers lead AxisCare teams and set coding standards

● **Mitigated delivery risk:** Introduced best practices like code reviews, QA automation, sprint planning, monitoring, faster feedback loops, project kick-offs, better slicing (make it work, better, and faster), AI usage, bookclub, better tooling, SCRUM processes (retros, grooming, demos), and dockerized environments for safer deployments

- **Handled critical issues:** Quickly resolved a production claims delivery breakdown for Sandata by quickly implementing an emergency fix, restoring claims delivery without disruption.

Impact & Results

- 📁 **Trusted partner status:** BTS engineers are seen as an extension of AxisCare's core team
- 🕒 **Accelerated feature delivery:** High-stakes promises to clients consistently met
- 📋 **Regulatory readiness:** Enabled entry into new regulated markets, including Canada
- 👤 **Scalable foundation:** Some BTS embedded engineers function as team leads and subject matter experts in key modules
- 🎯 **Allowed AxisCare's internal team to focus on strategic priorities:** like new market expansions, while BTS handles maintenance and legacy improvements
- 🤝 **Long-term partnership:** BTS engineers have become the longest-tenured contributors on AxisCare's platform

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

Disclaimer: Data reflects information available at the time of publishing (Sep 2025).

“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

