

Effective Report Designing System Helped Leading Healthcare Payer Achieve its Business Objectives



SITUATION

As organizations diversify into newer revenue streams they required an adept business intelligence application for effective business reports that would cater to their existing business format as well as the new vertical.

IMPACT

Business intelligence and effective business reports are crucial for maintaining competitive edge in an ever evolving market place. Especially when organizations launch new lines of business, insightful analytics and report can be the key factor required for success.

RESOLUTION

ITC Infotech's solution helped the client leverage insightful business reports. The continuous analyzing and updating of business and operational processes ensured the overall customer satisfaction.

The Customer

A licensed health maintenance organization in the Northern Portland state that has been offering government Medicare/Medicaid plans and self-funded plans for last eight years.



The Need

The organization used Facets for their core Healthcare payer administration services and also used Facets Crystal report services.

However as the business grew and expanded, the organization was facing challenges in delivering effective business reports. New capacity and capabilities were required to meet the requirements of the new line of business.

The Solution

ITC Infotech set up an onsite offshore model as part of the customer's delivery team that was responsible for overall development of reports covering their commercial and Medicare/Medicaid line of businesses.

Key services offered to the customer include:

- Requirements analysis
- Reports design and development
- Testing and deployment for user testing
- Production movement and monitoring
- Maintenance and enhancements of existing reports

Other services offered include:

- Business Intelligence Development
- Facets based crystal report delivery
- Testing and Healthcare Business Analysis services
- Release management

The tools and technologies used to achieve the business objectives are Facets, Crystal Reports and MS SQL 2008.

Business Benefits

Our solutions helped the customer in multiple ways:

- The delivery of the complex business reports enabled the customer to meet the operational and compliance reporting needs on time
- It improved productivity and quality in delivering the error free reports at the first go that contributed toward the overall customer satisfaction of the company.
- The onsite-offshore model provided value for money while ensuring optimal turnaround time to business request
- Analysis of existing Business and Operational (IT related) processes and propose effective alternates

ITC Infotech's Health Insurance Practice

ITC Infotech has substantial experience and exposure in the Health Insurance (Payer) industry and provides IT services and solutions to various Insurance providers worldwide across public and private segments. Our services are aligned to the strategic goals of Payer Organizations - optimize operation, control cost and improve outcome.

Driven by a strong leadership team our team blends certified domain experts, analyst and consultants, bringing unique capabilities to discover and resolve day to day business concerns. We offer a wide range of IT services, differentiated through proven industry knowledge and robust delivery management. Powered with the domain expertise of consultants in the areas of Customer Experience, core claims administrations, operations, packaged product services (HealthRules and Facets), and we offer domain specific solutions catering to current and emerging business trends and needs of health Insurance customers.

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