CASE STUDY:

Creating Web solutions for Health Payers

Small Group Maintenance Automation Tool (SgMART)
Paperless handling of the maintenance requests

Challenge

The primary challenge our client wanted to address was replacing the mostly manual process of handling various maintenance requests with a web-based tool.

The process involved receiving, triaging, batching and printing faxes, emails and paper request. Those requests were then moved around in paper form between various functional groups that are responsible for the processing of the requests.

Our client also wanted to enhance tracking and reporting capability for all maintenance requests.

Our Solution

Pamet produced a web-based tool that brought the following:

- A single data source - all requests (faxes, emails and paper request) are stored in electronic form, in one place,

- Automation of the workflow. Triaging and routing of requests is based on the clearly defined set of business rules,

- Automatic tracking where each request is located, at any moment in time, and who is responsible for its processing,

- Outbound fax and email communication to other employees or producers,

- The management is enabled to do analysis and reporting on the workflow,

- The time for each task is shortened, accuracy and consistency increased while the data integrity is preserved.

- .NET
- Oracle
- RightFax

Benefits to the Client

Administrative and production costs are lowered by:

- Replacing the currently used process of receiving, triaging, batching and printing faxes, emails and paper request,
- Eliminating the need to keep paper requests for number of years,
- Eliminating the use of tracking database in MS Access,
- Eliminating the possibility of a request being not processed or lost,
- Eliminating the manual hand-offs of paper requests between functional groups.

The tool has also improved output quality and customer satisfaction by:

- Significantly reducing the time to process each request,
- Improving the perception of the client's request-handling capabilities,
- Driving performance levels to exceed competitive benchmarks,
- Implementing performance measurement and tracking.