An USA based Viatical services company was facing serious challenges in the path of expanding their business and capabilities. Their line of business involved in collecting huge numbers of paper documents pertaining to patients' health records, sorting these, de-duplicating them, analyzing them to use as technical inputs to their underwriting advices and finally archive these patient records. They also needed often to revisit old patient records while de-duplicating current records and/or to find trends in re-visiting patient records to make their advices more useful.

On analyzing their situation, two problems seemed to dominate their current scalability issues:

1. The archiving of huge numbers of paper documents were eating up a huge lot of space and cost of storage was steadily going up as the business grew. The manual searching for past records also proved to be time consuming, cumbersome and error prone.
2. The actual sorting, de-duplicating and arranging of the patient records were being done manually and it was becoming increasingly difficult for the company to find workers locally that will be interested in doing this mundane, uninteresting piece of work. This was proving to be an insurmountable bottleneck in their plans to expand the business.

Solutions

Ascendeon formed a team using a Project Manager and 3 Programmers from its IT wing and a Project Manager and 15 BPO executives from the BPO wing to find and implement a solution.

- ➢ The Ascendeon IT Team came up with an archival format for storing the patient medical records using the JBIG image format, the .zip compression format and a custom XML DTD.
- ➢ They created a software infrastructure that will be able to use this archival format and provide a workflow interface for the AVS staff.
- ➢ They also created a network Infrastructure that will be used by the Client Company staff to upload scanned document pages to the Ascendeon server through a secure (encrypted) network interface.

The BPO wing analyzed the daily work flow requirements of the client and first came up with a Software Requirement Specification (SRS) for a software that their executives will require to do the digital archiving of the scanned documents and then sort, de-duplicate them within a user friendly comprehensive interface. This SRS was given to the IT wing which then developed this application and ear-marked a tester and a programmer to maintain this application internally.

The BPO team also did the following:

- Delivered a comprehensive Service Level Agreement to the client after doing a thorough analysis of their requirements and priorities.
- Identified the possible Defect Opportunities for the daily work to be done on behalf of the client and created a Six Sigma dashboard for use in quality control and enhancement during actual BPO service delivery.
- Trained a team of BPO executives in the daily workflow chores and the quality issues.

Benefits

The immediate benefits that accrue to the client are as follows:

- There is a direct cost saving to the tune of about 50% because of the differences in wages between the US and India.
- Client can now go for enhancing their business volumes without having to worry about the bottleneck of not finding enough people to pre-process patient records. Ascendeon's SLA guarantees them a seamless enhancement of capacities with just a 10 days notice.
- Client saves substantially on storage costs, and
- Retrieving old patient has become convenient under a Document Management System by the Ascendeon IT wing.