ABOUT THE CLIENT

A revenue cycle management (RCM) company delivering innovative, end-to-end cloud-based software and services that improve customers' financial performance and enhance the patient experience.

CLIENT CHALLENGE

Our client was keenly aware of the role that automation and artificial intelligence (AI) play in RCM. That's why they had deployed those tools as they streamlined the RCM processes they brought to market. But even the most automated system must be maintained, tested, and optimized. The algorithms that empower AI must be continually refined based on data analysis. Additionally, system downtime must be reduced when new releases are deployed into production, and the manual processes that remain must be performed in the most efficient and cost effective way possible. Otherwise, the client's efforts to streamline their products would never result in a leadership position in the authorization management, eligibility status, and claims management space. And an enhanced user experience would never come to be.

> " Sutherland's solution augmented our client's internal resources, optimized test efforts over iterations and releases, automated validation and verification, and reduced application downtime during deployment to production. All while enhancing the process of maintaining and configuring rules for pre-authorization. "

THE SUTHERLAND TRANSFORMATION

Sutherland transformed our client's processes leveraging the breadth of our solutions. We combined robust in-house analytics and robotic process automation (RPA) expertise with highly trained SQA, content maintenance, and pay center application teams located in targeted locations worldwide. By deploying such a robust yet client-specific offering, we were able to augment our client's internal resources, free-up client personnel, optimize test efforts over iterations and releases, prevent defect leakage, automate validation and verification, decrease handling time, and reduce application downtime during deployment to production.

Our transformative solution also incorporated Duo Push technology and Captchas to manage credentialing, while enhancing the process of maintaining and configuring rules for pre-authorization.

PARTNERSHIP RESULTS

The positive impact of our solution can be measured by the noted extensive process transformations, but we like to think that the support we provide on an ongoing basis and our client's continued satisfaction are equally important measures of our solution's success.

24/7/365

Techno-functional Sutherland support teams are available to our client 24/7/365

99%

Service level agreements of approximately 99% have been established and met

NPS +10

Sutherland has received a Net Provider Score (NPS) of +10, indicating high client satisfaction

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1.585.498.2042.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 20 countries around the world.