HCLTech | Supercharging Progress™

Driving transformation for a leading **healthcare IT** system

A leading healthcare IT system, based out of the United States of America, desired to enhance their core platform that would help them navigate complexities of the healthcare industry and ensure better health outcomes and enhanced experiences for their members. They were looking for a tech partner who could enable then to improve e¬fficiency by digitally transforming offerings. HCLTech, being the most preferred tech partner, crafted new-age solutions specific to the client's needs.

The Challenges:
Traditional operating models

Given the complex nature of the healthcare industry, the client wanted to move from the traditional to the next generation digital healthcare platforms. Retaining the market share was a challenge and hence, it was necessary to enhance the end user experience by transforming the delivery models to drive collaboration, speed, and quality. The key challenges were:

The need to focus on increasing efficiency and achieving cost effectiveness	Managing complexity of a core administrative platform for healthcare payers

Lack of customer centric health management solutions	Need to adhere to CMS regulatory changes and industry compliances like HIPAA and HI-TRUST	Accelerating adoption of SAFe and DevOps through a roadmap	Need to enable L2 and L3 support to 30+ payers by providing application maintenance services

The Objective:
Switch from legacy to new-age solutions

The client wanted to move from the traditional to the next-generation digital healthcare platforms. The ask was to make operations agile, error-free, and smooth. We intended to drive a focused and strategic change toward a managed and optimized model for the client that could:

- Operate in a managed services model and defect prevention leading to backlog prevention

- Identify and implement process improvement initiatives to improve productivity and optimize costs

- Reduce customer escalations and improve customer experience

The Solution:
Strategic change for effective optimization

HCLTech intended to drive a focused and strategic change towards a managed and optimized model for the client. The client's requirements were addressed in four stages. In the first stage, intricacies of Core Admin Services (CAS) platform on premise and the system's expectations on Cloud were identified. The second stage was about interaction with product owners, product architects, and end payer customers to derive business architected solution blueprint. Secondary research on robustness and capabilities of other core administration platforms was conducted in the third stage. Finally, an engineering team was formed to successfully drive technical architect solution.

The Impact:
Enhanced the market share.
Reduced costs.

The client experienced 20% faster feature roll-out across product portfolio and customers. What's more, HITRUST certification was endorsed across platforms.

- **Over 30% reduction in costs**

- **30% faster issue resolution during open enrollment period**

- **40% productivity savings over a period of 3 years**