COMPANY CASE STUDY

Client Compliance Portal for Health Networks

OVERVIEW

Our client is a major healthcare services provider managing multiple health network locations and collaborating with insurance company partners. They needed a system to streamline and automate document compliance across their network.

BUSINESS CHALLENGES

The client relied on manual processes for managing and mailing compliance documents between health networks and insurance companies. This led to delays, errors, and increased costs. They needed a centralized platform to automate document tracking, implement e-signatures for compliance, and manage data imports for monthly syncs with external systems.

RESULTS

- Eliminated manual mailing and paper-based processes with an e-document signing system, reducing costs and delays.
- Improved document compliance management across all locations with automated workflows.
- Created a centralized platform for real-time reporting and tracking.
- Delivered a scalable, cloud-based solution for long-term growth.
- Provided a reliable data import process for monthly syncs, ensuring consistent data updates.
- Ongoing support and maintenance to keep the system optimized.

SOLUTION

SenarySoft developed a Client Compliance Portal that addressed these issues by:

- Automating compliance workflows, including a new e-document signing process to eliminate manual paperwork.
- Designing a cloud-based infrastructure for scalable and secure data management.
- Implementing a data import process for monthly syncs with external systems, ensuring up-to-date compliance data.
- Providing real-time reporting and document tracking.
- Integrating with third-party services, insurance partners, and healthcare locations.

ONGOING SUPPORT

Since 2016, SenarySoft has provided continuous support with near 24-hour coverage, thanks to our global support teams based in the Philippines and the United States.

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