



# Leading Healthcare

BPM Provider Achieves

**60% Reduction** in Cost

## CHALLENGES

- 24x7 claims process which is outsourced to client for time bound delivery with complex calculations in Citrix VDI environment.
- High load of the complex claims' process adds to the agents work pressure, making them prone to operational errors & attrition challenges.
- Loosing knowledge when employee leaves, thereby increasing cost to employee hiring, training, real estate, and management cost to retain talents.

## OUR SOLUTION

- Our Intelligent Automation Platform can read the customer information such as last name, first name, customer ID and location from the collated repository
- Our Platform can validate the customer information from the company records to process the discrepancy claim
- Our Intelligent Automation Platform fetches the data from the claim portal, compares and calculates the values of their monthly payments
- If discrepancies are found, then it is escalated to Team Lead, else the status of the claim is automatically updated as completed in the application

## BENEFITS TO BUSINESS

- Optimization of the operations in terms of improved efficiency and increased productivity
- Reduced dependency on human resources thereby eliminating Human Error Rate
- Overall reduction in financial losses to the overall business



**3X**

**Increased  
Efficiency**



**78%**

**Reduction in Time  
to Process a Claim**



**60%**

**Reduction in  
Manpower Cost**



**90%**

**Automation  
Achievement**

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