



**A LEADING SERVICE PROVIDER
TO THE UK'S NATIONAL HEALTH
SERVICE (NHS) ACHIEVED 70%
REDUCTION IN MANUAL EFFORT
WITH DATAMATICS INTELLIGENT
AUTOMATION PLATFORM**

DATAMATICS

ABOUT CLIENT:

The client is a software company providing administrative support to UK's National Health Service (NHS) portal such as handling lab reports, patient on-boarding & documentation.

- The National Health Service (NHS) is the publicly-funded healthcare system of the United Kingdom. The NHS provides a wide range of healthcare services, including primary care (general practice), specialist hospital services, mental health services, community health services, and social care services.

INDUSTRY:

Healthcare

REGION:

UK

BUSINESS NEED:

Streamlining administrative tasks like lab report processing and patient on-boarding documentation, reduce manual effort, minimize errors, and increase efficiency using automation.

BUSINESS CHALLENGES

01

Complex Workflows:

Complex applications with comprehensive workflow are especially important in healthcare portals, where they play a critical role in managing patient information and ensuring that medical professionals have access to accurate, up-to-date information.

02

Unavailability of APIs:

The legacy applications miss on having internal API's which integrates various functions together.

03

Dependency on manual processing:

manual processing by healthcare professionals & administrative staff that require a great deal of attention and precision due to the importance of these functions in terms of human health.

DATAMATICS SOLUTION

TruBot is an RPA tool that automates repetitive and rule-based tasks by mimicking human actions. It can handle complex processes and reduce the workload on human staff, thereby increasing efficiency and accuracy. Azure is a cloud computing service that enables businesses to deploy their applications and services in the cloud for greater scalability and flexibility.

When TruBot is deployed into the cloud using Azure, businesses can access their automation tools from anywhere in the world. This means that employees can work remotely and still have access to the automation tools they need. Additionally, the cloud provides businesses with the ability to scale their automation processes as needed, ensuring that they can handle large volumes of work without the need for additional hardware or infrastructure.

By using TruBot and Azure together, businesses can automate their processes with ease, reduce errors, increase efficiency, and improve accessibility. This combination provides businesses with a powerful automation solution that is scalable, flexible, and can be accessed from anywhere in the world.

BUSINESS IMPACTS

Reduced **manual efforts by 70%**



Achieved **100% accuracy**



Processed over **52000 lab reports** generated



870 manual clinical hours of working saved



ABOUT **DATAMATICS**

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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website: datamatics.com | email: business@datamatics.com

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