



## UK HEALTHCARE INFORMATION SERVICE PROVIDER LEVERAGES INVENSIS' DATA MANAGEMENT SERVICES FOR MANAGING INFORMATION ASSETS

### THE CLIENT

One of the UK's recognized specialist providers of healthcare information services, that helps to support the development of high quality healthcare services for patients and their families.

### THE REQUIREMENT

The client required time-sensitive research and data management of non-healthcare related information

### THE OUTCOME



3,000+ to 5,000+ Documents processed per month



20-30% Cost savings



Streamlined workflow



Continuing project



## ABOUT THE CLIENT

One of UK's recognized niche specialist providers of healthcare information services that helps to support development of healthcare services with enhanced efficiencies and provision of high quality care services for patients and their families.

The client provides digital intelligence based support for the healthcare domain, across different geographical regions in England, along with forecasting services concerning the future healthcare and well-being requirements of the population.

The client helps in providing strategic direction through identification of service gaps and alignment of objectives. They provide commissioning support in the field of neurology and assists payers and providers in coming up with services that best fits the needs of the patients. In addition, they provide valuable business intelligence that forms the foundation of major decisions that affect the health and wellbeing. They use factual data analysis using data including public health and social welfare data and HES data to deliver high quality local intelligence, carry out risk stratification and enable predictive modelling.

## THE BUSINESS CHALLENGE

As one of the premier healthcare related informational resource provider with nearly 500 websites under its umbrella, the client required management of non-healthcare related information pertaining to these websites. This included information in the form of administrative reports, meeting minutes and annual reports. As the management of this information was not a core area and was a major distraction from its primary goal of providing accurate healthcare related information for various objectives, the client decided to outsource the data management.

Invensis, a leading IT BPO, delivering high quality data management services since 2000, was the right choice, in this regard.

## THE INVENSIS SOLUTION

### Requirement Analysis

- Carrying out consultations with the client regarding their requirements so that we can provide a customized solution
- Implementing an outsourcing trial for a six-month period, followed by continuation of the project, subject to satisfactory performance

### Process Implementation

- Setting up a team of experienced data management professionals to execute the project
- In-house training provided to the personnel as per the client's instructional materials and information provided by them
- Ensuring that all processes followed standard data security and confidentiality stipulations and that all systems were secure from unauthorized personnel
- The team uses expert researching skills to extract the specific information from the websites and convert them into suitable formats.
- The completed files are transferred back to the client.
- A range of around 3,000+ to 5,000+ such documents are uploaded per month.
- As the project continued over time, the number of documents uploaded has increased, and the number of personnel assigned to the task has increased.





## THE RESULT



3,000+ to 5,000+  
Documents processed  
per month



20-30% Cost savings



Streamlined workflow



Partnering since 2008

Invensis' efficient data management team was able to enhance the information asset management efficiency of the client. Through their systematic management of non-healthcare related information in the form of documents and files, such as meeting files and reports, Invensis ensured that the client was able to focus on its core aim of healthcare information management. The due diligence paid to data security and confidentiality further impressed the client.

Outsourcing helped the client to streamline their workflow while achieving cost savings of 20-30%. Therefore, they expanded their project into a long-term one, following the initial six-month trial. The project continues to the satisfaction of the client.

## INVENSIS FACT FILE

- ▶ 16+ years of experience
- ▶ Has achieved HIPAA compliance
- ▶ ISO 9001 and 27001 certified
- ▶ Multiple delivery centers
- ▶ 1200+ trained professionals
- ▶ 9+ service verticals
- ▶ 200+ clients served around the world

### OUR WORLDWIDE CLIENTELE



## CONTACT INVENSIS

For more information on how Invensis' Data Entry BPO Services can streamline your business operations, contact us today.





### USA

Invensis Inc.,  
1000 N West Street,  
Suite 1200,  
Wilmington,  
DE 19801

### India

Invensis Technologies,  
34/1, Upkar Chambers, RV Road,  
Basavanagudi, Bangalore - 560004,  
Karnataka, India

### Reach Us 24/7

 USA +1-302-261-9036  
 UK +44-203-411-0183  
 IND +91-80-4115-5233  
 AUS +61 3 8820 5183

Email us: [sales@invensis.net](mailto:sales@invensis.net)

Know more: [www.invensis.net](http://www.invensis.net)



Facebook



LinkedIn



Twitter



Google +

**Invensis**  
Global Outsourcing Services

**Rated One of the  
10 Most Promising  
BPO Companies in India**