

InfoSTEP – Case Study

BI analytical framework for HMO



CUSTOMER PROFILE

Customer is a health maintenance organization (HMO) for one of the California counties.

OBJECTIVE

- Provide an Ad-hoc environment for strategic, tactical and operational analysis of enrolment and claims.
- Self-Serve Environment
- Single version of Truth across all departments like finance, medical services and claims processing.
- Provide certified reports for regulatory compliance

BUSINESS BENEFITS

- **Robust Analytics:** An analytical framework with all the enrollment and claims metrics pre-calculated to be analyzed by various factors like PCP, geography, health-plans etc.
- **Single-source of Truth:** An integrated Data mart that does away with information silos and standardizes definitions across the board.
- **User Empowerment:** User-friendly semantic layer allows business users to generate ad-hoc reports. This will reduce the dependency on others for data
- **Metadata Standardization:** Consolidation of business definitions and naming conventions enabling common understanding, visibility and collaborative analysis.
- **Scalability:** A component driven approach enables adding each business component into the solution thus making it highly scalable.

Business Challenge

- Multiple exceptions in dealing with metrics for claims
- Strong Dependence of business on information silos built on excel and access
- Multiple definitions of a metric.
- Near-Real Time changes to membership.
- Data Quality due to frequent changes
- Lack of Single-source of Truth



Solution

Customer evaluated and selected **Business Objects XI R2** product and chose InfoSTEP as implementation partners.

Infostep conducted several interviews with business users to understand their reporting requirements

InfoSTEP conducted a two-week requirements gathering exercise in order to understand business requirements and helped client define business rules for the enrollment (phase 1) and claims (phase 2).

- Developed a **Universe that has all metrics to measure each component of the enrolment process.**
- Implemented a data mart that hosted business rules for various kinds of doctor-patient encounters, different grounds for member termination, eligibility and enrolments
- Developed a flex-fields universe that hosts volatile on-demand data and links with the membership and claims universe, which increased reporting flexibility.
- Trained the users to derive maximum benefit out of a self-serve environment.

OUR UNIQUE VALUEINNOVATION APPROACH HAS HELPED MANY CUSTOMERS

A simultaneous pursuit of High Quality and Low Cost in everything we do!

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About InfoSTEP

InfoSTEP is a global solutions company specializing in Business Intelligence, Data Integration, MDM, and Emerging Technologies. InfoSTEP is a pioneer in providing Business Intelligence solutions across all the segments in the industry. Using a global delivery model and process innovation we provide unique valueInnovation to our customers.

InfoSTEP Fast Facts

EXPERTISE

- 10+ years of Enterprise BI and support expertise
- 5+ years of large scale BI implementations in the Indian market

LOCATIONS

- USA, Hyderabad, Mumbai, Australia, Dubai

VERTICAL EXPERTISE

- BFSI
- Healthcare
- Telecom
- High Tech

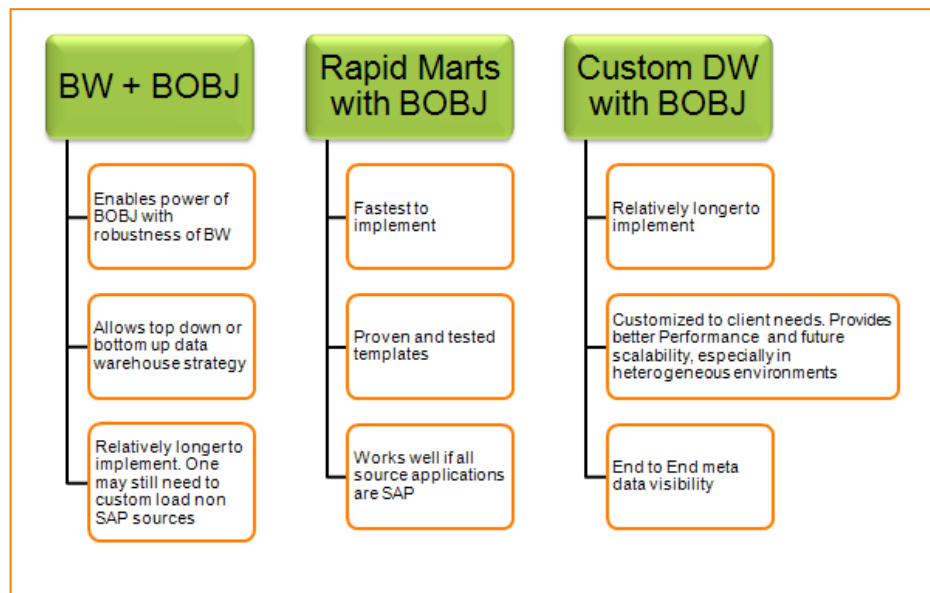
STRENGTHS

- Enterprise experience and excellent track record in implementing end-to-end BI solutions
- Methodology driven
- Recognized as Business Objects XI R2 Migration Specialists
- Best Solution Provider award (Asia Pac) for 2007

CERTIFICATION:

InfoSTEP is an ISO 9001:2008 certified company; certified by ANAB and NABCB.

BI Best Practices



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