

HCL's MANAGED MARKETS SERVICES

PROTECTING REVENUE. CONTROLLING COST.





INTRODUCTION

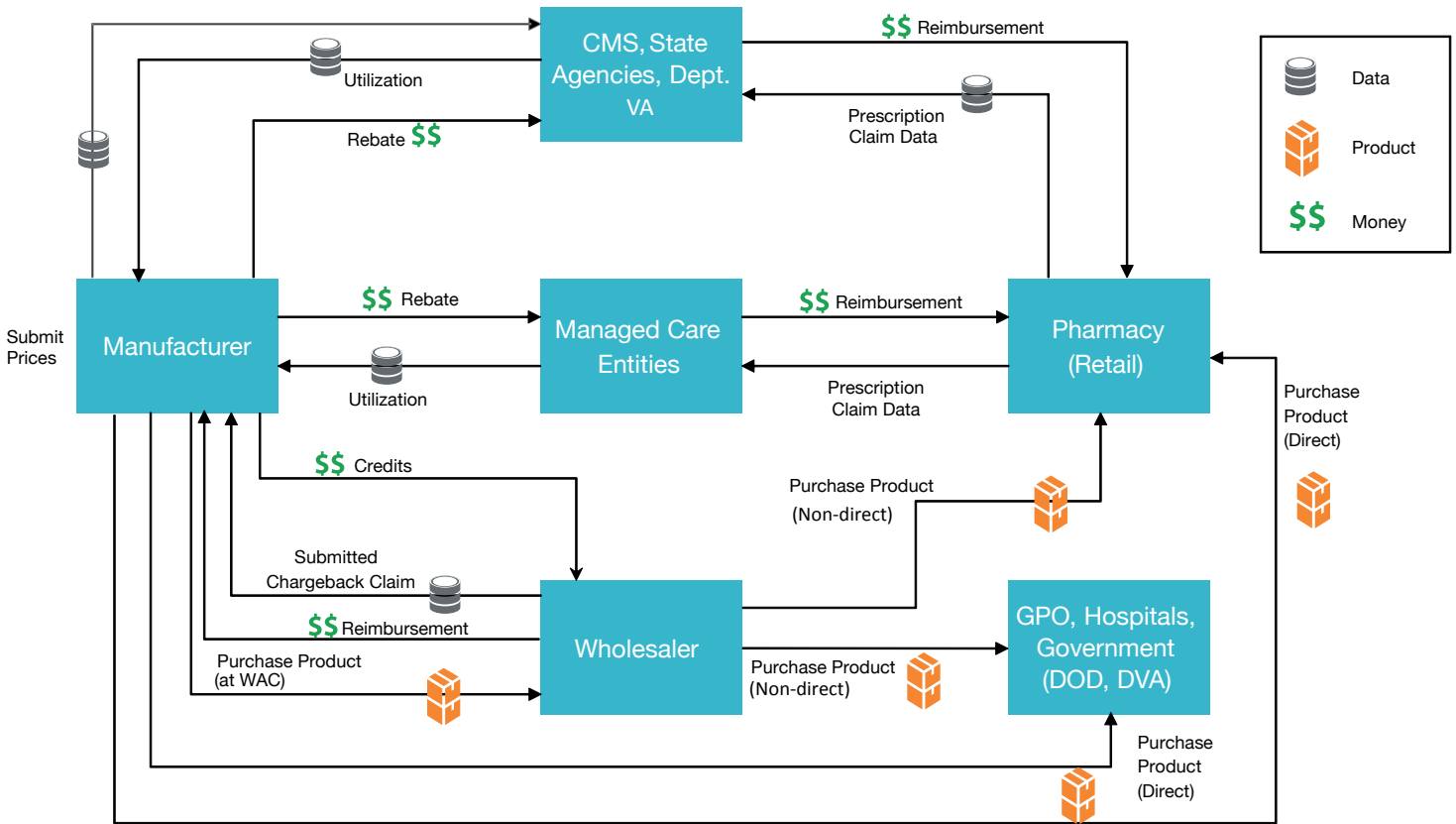
The pressure of Managed Markets Processes continues to grow as the task of maintaining operational efficiency while coping with delivery requirements becomes more daunting. Organizations have resorted to either using legacy applications involving antiquated interfaces and technology, or implementing newly-developed software or packaged solutions. Either way, there remains a severe need to drive an effective and budget-conscious model.

HCL delivers cost-effective and enhanced services in the Managed Markets space through:

- **Remediation and improvement** of difficult interfaces for sales and master reference data to eliminate regular reconciliation challenges
- **Reporting solutions** solving real-time requirements and market revenue analysis to support contracting propositions
- **Ease of compliance** requirements, SOX monitoring and reporting
- **Implementation of OOB** Solution with Model N, iMany/ Revitas
- **Outsourced staffing** using seasoned managed care professionals/ 24-hour support to on-site and off-site

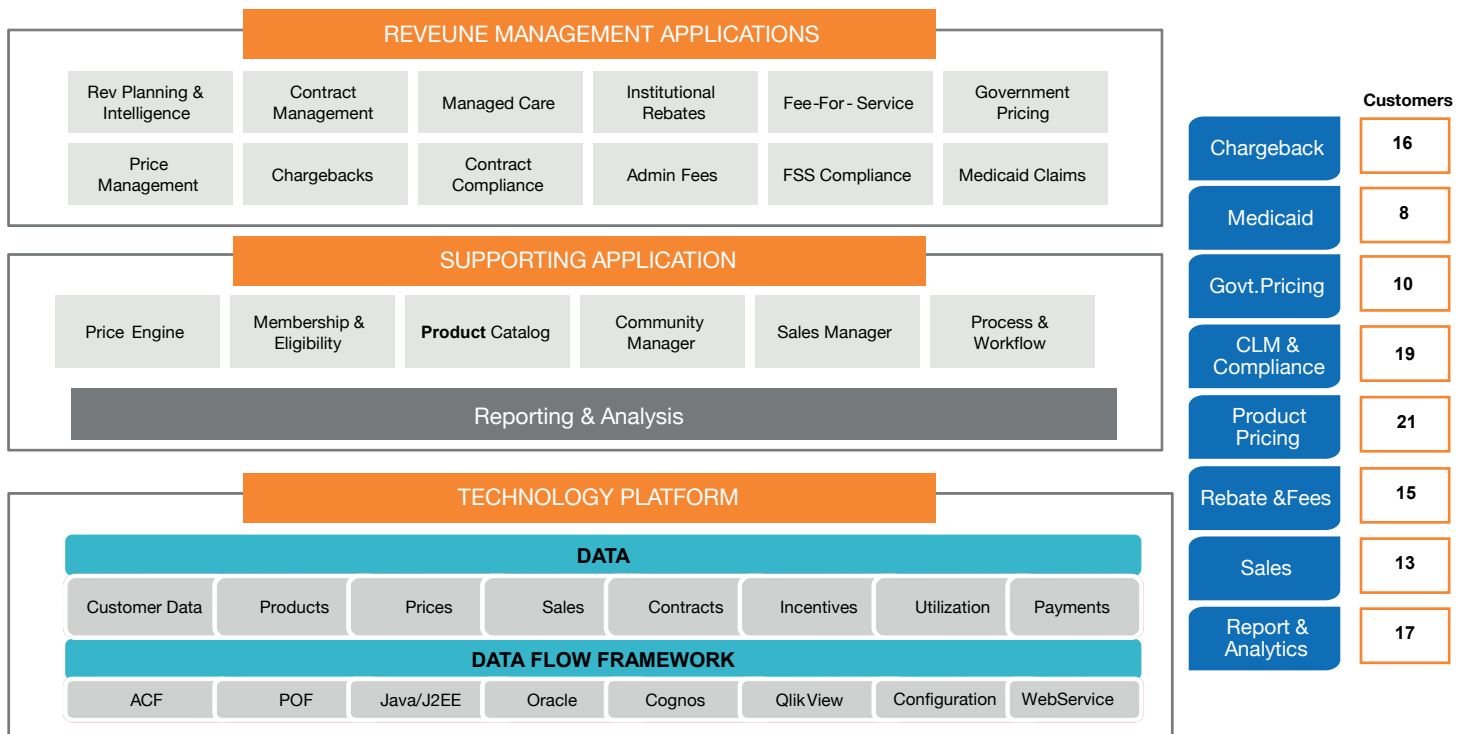
OUR MANAGED MARKETS PRACTICE

In-depth understanding of end-to-end processes in the Managed Markets area, including complex relationship that exists between major stakeholders across contracts, products, money, and data.



- Dedicated Center of Excellence with subject matter experts, product experts and technology experts
- Significant experience in providing Application Management Support and Enhancement
- Strong capability in data and analytics area

OUR EXPERIENCE THROUGH DIFFERENT MODULES



CASE STUDY – A LEADING PHARMACEUTICAL & MEDICAL DEVICES COMPANY

BUSINESS CHALLENGE

- Enabling a Revenue Management platform to automate the execution of processes such as Contracting, Pricing, Rebates and Incentive Management
- Providing an Integrated Suite of Applications that can accommodate business growth in the commercial and government sector
- Resolving post Go-live issues, deploying service patches, build in production periodically and ensuring a stable system for day-to-day business operations

SOLUTION

HCL worked with Model N to implement a Revenue Management Solution for the customer and is currently providing production support. Services offered during various phases of the project include:

IMPLEMENTATION PHASE

- Data conversion from legacy system into Model N
- Design and development for the customized requests specific to the customer
- Design and development of Cognos reports for business requirements
- Involved In-system Integration Testing and Regression Testing
- Resolving critical issues post implementation during 'Hyper Care Support' phase

APPLICATION SUPPORT PHASE

- Job Monitoring and Failure Analysis. Resolving all inbound and outbound interface issues.
- Providing data fixes and configuration fixes to deploy in production as Non-build Change Request
- Cognos report enhancements and development for new requirements
- Service Patch planning, development of

customization, regression-testing and build deployment

- Analyzing discrepancies in financial validation across systems and providing appropriate fixes

IMPACT ON CUSTOMER

- Timely prioritization and resolution of tickets
- Enable smooth month-end financial closure across system
- Stable system for faster processing of Chargeback and Rebates
- Data extracts based on day-to-day business needs
- Clarity on financial validations and discrepancies across system

For more information send an email at: contact.lsh@hcl.com



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