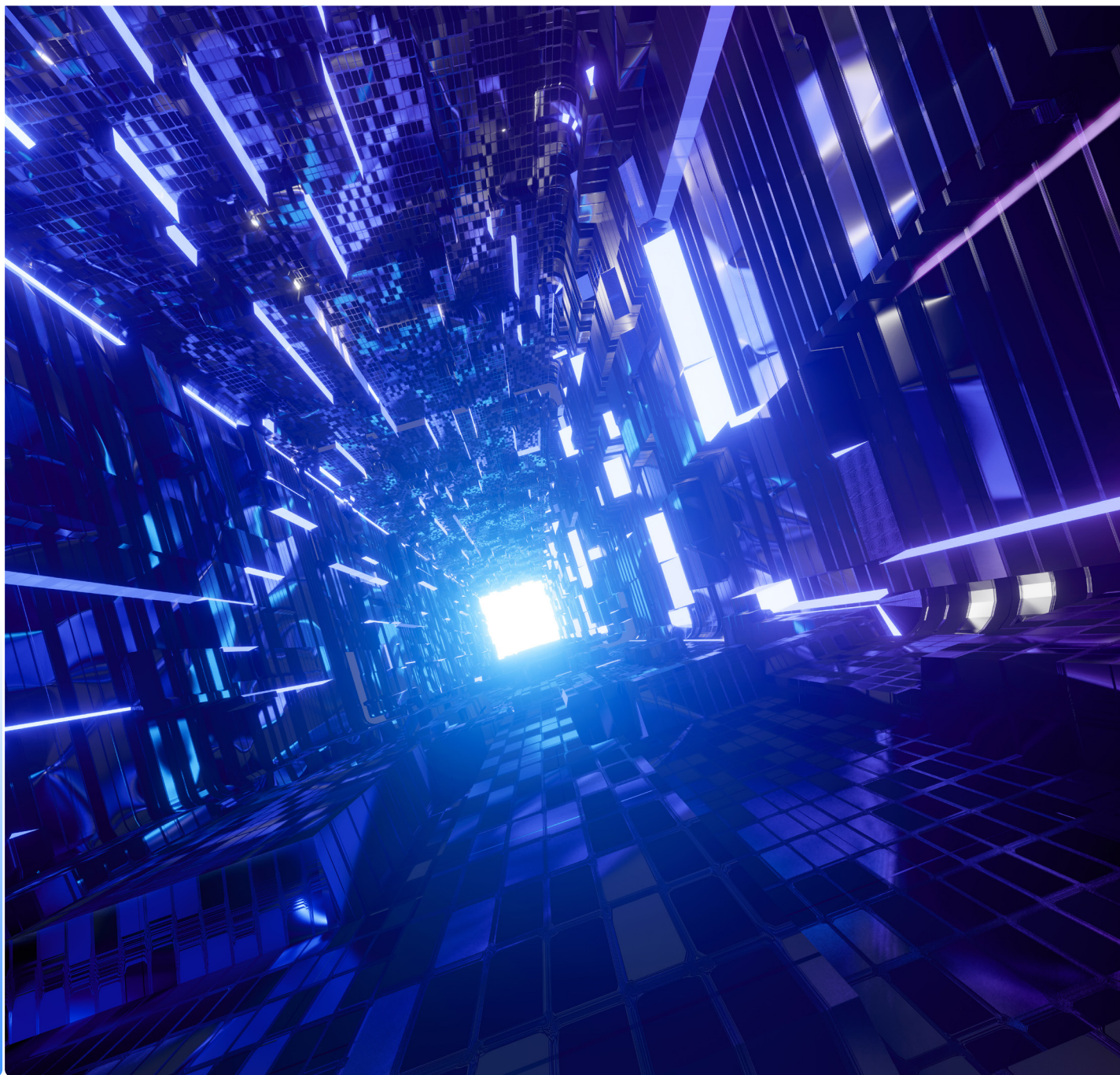


Intelligent process automation

Get ready to drive hyper digital journeys of the future



Problem statement

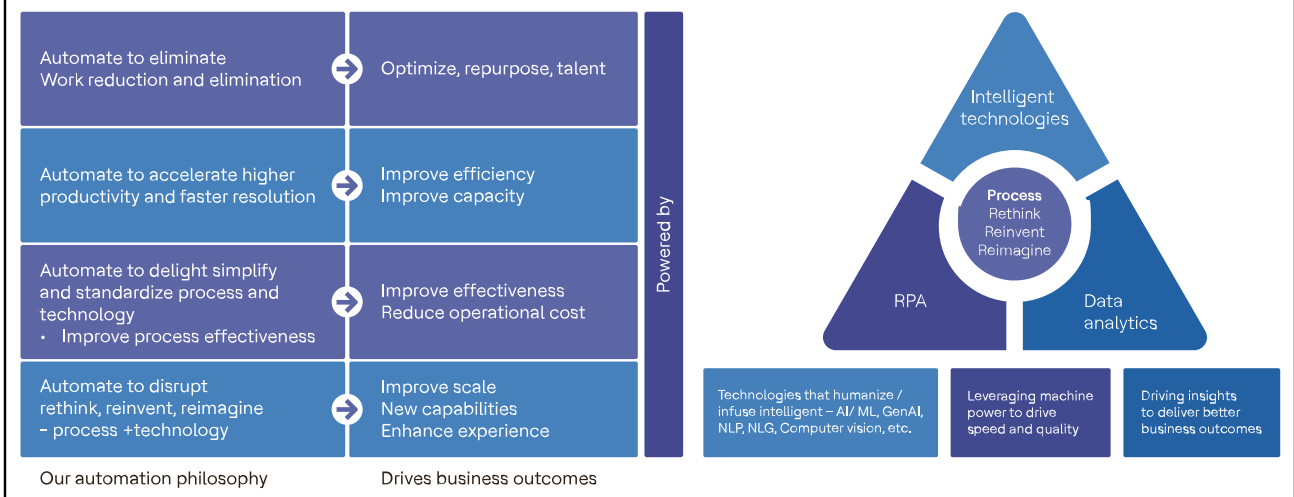
Many healthcare customers and partners share a common challenge, repetitive administrative tasks that consume their valuable time and divert their attention from key activities. Dynamic work environments and ever-changing priorities contribute to an uptick in errors and delays. HCLTech's Intelligent Process Automation (IPA) solution helps healthcare providers shift this paradigm by simplifying processes, freeing up resources and improving operational efficiencies, allowing them to address patient care and critical priorities.

Solution overview

IPA is a suite of business-process improvements and next-generation tools that improve the efficiency of monotonous workflows, simplify interactions and speed up processes to radically improve customer journeys. Traditional IPA combines technologies such as robotic process automation (RPA), AI, ML and digital process automation (DPA). Incorporating generative AI (GenAI) can elevate the capabilities of IPA to new heights. This solution integrates GenAI capabilities to empower organizations to create, manage and optimize workflows with greater intelligence, efficiency and adaptability.



Automating Intelligently – Automation to drive outcomes, create business impact



Our IPA services and solutions are well-positioned to help with key business imperatives such as:

- Reducing costs
- Decreasing the complexities of managing exponential data growth
- Mitigating cybersecurity threats
- Speeding up interoperability and integration projects
- Reducing the burden of regulatory compliance
- Supporting enhanced healthcare consumer engagements during the entire care continuum

Key solution features

HCLTech has the premier partnerships with UiPath, Automation Anywhere and Blue Prism to offer consulting, implementation and support services. Leveraging cutting-edge technology, proprietary tools, and expert consulting, we enhance the business processes of health systems. The automation framework is comprised of advanced intelligent automation and RPA solutions that use our proprietary automation tools and accelerators to maximize efficiency and productivity across the healthcare value chain. This includes optimizing revenue cycle processes, physician onboarding and comprehensive processes such as member enrollment, eligibility verification, patient registration, clinical documentation, quality reporting, care gaps identification and more.



Intelligent automation solutions portfolio

Artificial intelligence for operations

- **Advantage code:** Our innovative platform leverages the power of genAI to automate and speed up the process of generating application codes from textual business requirements. This platform addresses the growing demand for rapid software development while maintaining high quality and accuracy, to reduce the development time by up to 40-45%.
- **Virtual Intelligent Test Agent (VITA):** This platform leverages GenAI to autonomously design, execute and maintain test scripts, significantly enhancing efficiency and accuracy. This platform adapts to dynamic changes in the application, identifies edge cases, generates test data and optimizes test coverage to accelerate the software testing life cycle.
- **EXACTO™:** This tool harnesses the latest innovation in AI, ML and computer vision techniques to streamline workflows, ensure accuracy and facilitate rapid data-driven decisions.
 - EXACTO™ Invoice: Automates data entry, validation and swift approval routing, ensuring round-the-clock processing to accelerate your accounts payable cycle.
 - EXACTO RX: Specializes in processing scanned prescriptions to expedite the order intake process and ensure rapid triage of vital life-saving medical devices.
- **DRYiCE iAutomate:** An intelligent runbook automation solution that assists healthcare clients in deploying zero-touch automation for complex and aging infrastructure thus helping streamline the workflow across departments.
- **DRYiCE MyXalytics:** A reporting and dashboarding solution that generates a customized view of operations by collecting, integrating and analyzing raw data from multiple sources.
- **Toscana:** Manages the complete range of business processes by leveraging advanced tools for content integration, process orchestration, dynamic case management, predictive and on-demand analytics, enterprise mobility and collaboration.

AI Ops platform

- **MTaaS:** DRYiCE MTaaS is the world's first and only integrated AI-led SaaS, hybrid and dedicated managed services platform that simplifies and transforms enterprise IT operations. This solution offers a plug-and-play mechanism to enterprises and enables them to consume it on a pay-per-use basis.

Business flow observability

- **DRYiCE iControl:** A patient-centric business flow observability solution that effectively monitors technical and business processes to offer actionable insights that adhere to healthcare regulations and reduce enterprise vulnerability.

Service orchestration

- **DRYICE ROAR:** This solution delivers data quality by automatically and consistently integrating and reconciling data from a broad range of sources to create a single source of truth.

Conversational AI

- **DRYICE LUCY:** Our AI-powered cognitive virtual assistant is automated to communicate in human voice or chat. It emulates human interactions and learns from smart conversations, harnessing the power of GenAI, Natural Language Processing (NLP) and ML.

Hybrid cloud lifecycle management

- **DRYICE MyCloud:** A proactive hybrid cloud lifecycle management product that empowers organizations to govern, provision, monitor, and manage cloud infrastructure.

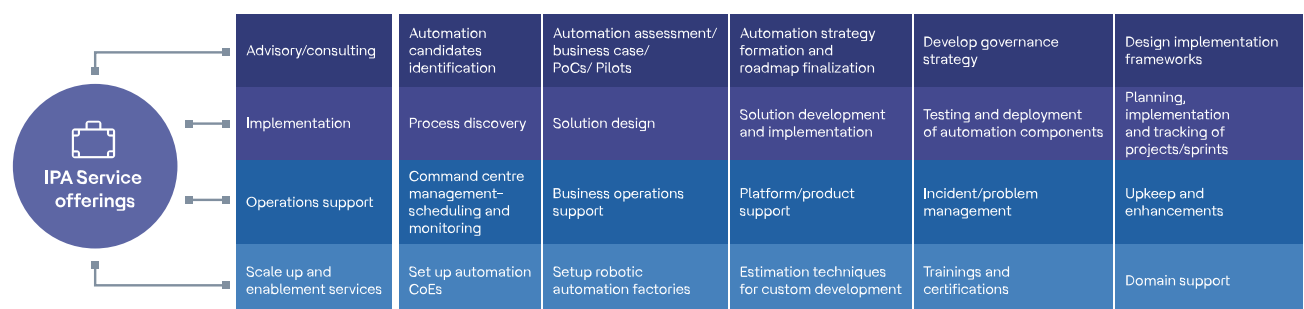
Digital workplace solutions

- **digitalCOLLEAGUE:** This domain-intensive, role-based, single-UI platform works in collaboration with the human workforce enabling businesses to leverage a truly digital workforce. It is powered by an intuitive wrapper around multiple emerging transformation technologies and solutions, pre-configured and ready to be deployed to assist in specific business roles.
- **DRYICE AEX:** An AI-driven employee experience product that mimics human interaction, learns and adapts to user needs through smart conversations by leveraging enterprise-grade NLP and ML. Users can leverage AEX to find relevant information available across different enterprise systems.








HCLTech's IPA service framework

Our service framework synergizes business consulting, process optimization and technological prowess to unlock the full potential of IPA. Our flexible and modular approach enables us to meet you where you are in your automation journey. By leveraging our deep domain knowledge, IPA Center of Excellence (CoE) and industry expertise, we provide comprehensive support at every step of your journey.



Major differentiators

- Holistic partner ecosystems**
Including UiPath, Blue Prism, Automation Anywhere, Work Fusion, Jiffy, Open Span and Kryon
- Certified workforce**
Experienced in deploying bots in close timelines by leveraging certified tech leads, developers, architects, analysts and domain specialists
- Dedicated RPA CoE**
We help you set up an automation CoE
- Engagement model**
Time and material, gain share, fixed bid, managed services, outcome-based maintenance and support in a competitive onshore, offshore and hybrid support model
- Multiple analyst recognitions in automation services**
We have deep expertise and have been utilizing automation for over 40 years

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|  4500+ Automation consultants |  350+ Customers |  15000+ Automations |  300+ Re-usable/ robotic components |  2M+ Hrs. Efficiency gains |
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Success stories

Automated order management for lung cancer screening for one of the largest non-profit healthcare organizations



Business challenges

One of the largest non-profit healthcare organizations encountered issues in identifying 80% of eligible patients for annual lung cancer screening, resulting in substantial revenue loss. The situation was made worse by a high error rate and duplicated orders due to time-consuming manual processes.



Solution

HCLTech addressed these challenges by integrating automated bots with their EMR systems (Epic and Cerner), empowered by a sophisticated rules engine. The implementation of Robotic Process Automation (RPA) using Automation Anywhere streamlined the process, allowing for rapid development.



Benefits delivered

The early impact has been transformative, with the system generating nearly 4000 screening orders and achieving full automation. This automation not only optimized the screening process but also significantly reduced staff burnout, all leading to improved provider satisfaction.

Revenue cycle management (RCM) automation for a leading US-based provider of home respiratory services and medical equipment



Business objectives

To tackle key hurdles in RCM, a prominent US-based provider of home respiratory services and medical equipment partnered with HCLTech to introduce innovative solutions. This collaboration aimed to enhance their entire RCM workflow, deploy denial management and authorization strategies and boost patient collections.



Solution

Our solution included the automated consolidation and extraction of fax documents from multiple sources and channeling them into Sapphire's BPM. Our team also leveraged our proprietary AI/ML automation solution, EXACTO, for parsing fax orders to substantially reduce manual efforts. Incorporating predictive analytics for collection and refining the account receivable platform further yielded remarkable results.



Benefits delivered

Notable improvements were witnessed, including a significant rise in on-time processing from 83% to an impressive 96%, an increase in completion rates from 63% to an outstanding 91% and a noteworthy increase in revenue per order from \$126 to \$171. Days of sales outstanding experienced a remarkable reduction from 68 days to a highly efficient 43 days, coupled with an exceptional 250% realization improvement for every dollar spent.

Conclusion

Experience the next frontier of healthcare optimization with our hyper-automation services, designed to transform provider workflows into seamless, patient-centric experiences. Our experts focus on human-centered change management to redefine your operations and craft a scalable, integrated automation strategy tailored to your specific needs.



HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 219,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending June 2024 totaled \$13.4 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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