



Blue Relay's Onboarding Strategy Helps Large Health Plan See Immediate Results

Providing an effective
onboarding experience
delivers immediate and
long-term success

Indellient

Reducing Error in Regulated Communications

New software implementations can be disruptive on your IT environment, not to mention a burden to your employees who have to learn a new set of processes and adjust their routine. But the right onboarding experience and a vendor that puts the client's needs above all can make this transition seamless, and less labor-intensive. The wrong onboarding process, however, can lead to poor customer satisfaction, incorrect information and time and money lost through laggard processes. Our team understands the importance of a successful and seamless onboarding process for our client's implementation, and that turnaround times need to be quick to meet strict regulations and auditing.

Company Profile

A large health plan supplies health care benefits across the US (over \$5 billion in benefits provided) and has more than 8,000 employees.

The Challenge

The client needed a more efficient way to manage large scale document review cycles, as well as gain insight and visibility into the scope of their documents. As a result of using manual processes, like email, to manage several thousand document reviews, the client was at risk of not meeting compliance requirements, deadlines and budget.

1 Improve Efficiency And Visibility

Their operation is cumbersome, and efficiency is not gained for its 200+ employees.

2 Project Tasks Are Not Traceable

It is unclear who is working on which project and what deadlines are approaching.

3 Better Manage Review Cycles

The team reviews more than 2000 documents, with no real way to track reviews and processes.

4 Increase In Compliance Risks

Information is not readily available when audits occur, and more time is spent scouring past emails.

The Solution

Our business process management tool, Blue Relay, was able to configure the client's workflows and processes, as well as onboard their users and groups with ease.

Within two weeks of tracking all of their documents, processes and people for their programs, Blue Relay was able to identify that the company was managing more documents than originally thought. The team soon realized what they thought were a couple hundred documents was actually about 2000.

Our work didn't end once Blue Relay was in production. We continued to provide support, ranging from weekly status meetings to helping tune their processes and forms for data collection. User feedback was also continually collected to define new custom widgets to further streamline the process from communication design to fulfillment.

The company can now:

- ✓ Modify their workflow to capture issues prior to moving to the next step
- ✓ Identify bottlenecks faster and quickly make adjustments to solve issues
- ✓ Achieve greater control, agility and synergies across teams
- ✓ Have full visibility across teams, tasks and people to optimize processes

How Does Blue Relay Do It?

1 Task Management

Know what you have to do and when

- Easy scheduling
- Notifications/alerts
- Deadline management

2 Process Management

Ensure it's done right the first time

- Customizable, automated workflows
- Collaborative space for easier review & approval
- Quick assign/reassign/load balance capabilities
- Checklists for compliance

3 Tracking and Reporting

Get the info you need when you need it

- Version tracking
- Document compares
- Real-time auditing & reporting for day-to-day needs
- Resource management (personnel, cost)

4 Business Insight

Know what's happening and what to do next

- Visualizations/ dashboards
- Data & analytics to measure performance over time
- Operational insight

Results

Blue Relay significantly improved efficiency and visibility for a typically cumbersome operation and as such the platform has become a critical tool for over 200 employees for this client. Now, the team has one source of the truth where, in an instant, they know all job statuses, resource availability, bottlenecks and deadlines for all operations. This allows them to be proactive in resource management while ensuring deliverables are executed on time and with full compliance.

There are also high adoption rates within the client organization as a result of ensuring the platform is simple to use for all users – from the novice user to advanced communications developers and reviewers.

Blue Relay: Built for Onboarding

Blue Relay sets the foundation for success by working closely with teams early on to gather business and technical requirements as well as define current processes, user roles and responsibilities.

The goal for our team is to ensure the solution works as seamless as possible within the client's organization and its legacy/enterprise systems. As a result, Blue Relay significantly improves business processes, delivers more value-rich documents, and reduces operating expenses.

Our robust solution provides seamless integration into an organization's ecosystem, and our support team identifies each pain point specific to the organization before implementation.

About Blue Relay

Blue Relay provides health plans and Pharmacy Benefit Managers with the confidence needed to ensure that every piece of member material has been properly reviewed, approved and produced on-time, with full accuracy and the ability to prove it. Built on business rules - regardless of complexity - the Blue Relay platform tracks all activities, effectively handles change management between systems & vendors, provides pre and live production proofing while providing you a full audit trail.

About Indellient

Indellient, the creator of Blue Relay and a Top Canadian ICT and PROFIT500 company, empowers businesses to meet and exceed their critical business and technology objectives. We provide custom software development and IT professional services within today's fastest-growing areas of Data & Analytics, DevOps and Business Process Management (Blue Relay). Using cutting edge technology and industry best practices, we provide efficient solutions to complex challenges and drive our client's business forward.

We provide real, tangible value to our clients that deliver dramatic results.

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info@indellient.com

indellient.com

1-855-544-9611

