

Insights for Success

Health Insurance Case Study





Overview

Healthcare insurance has become an extremely competitive and highly regulated industry. The need for streamlining of work-flow processes, enhancing business and insurance analytics, and enabling consumer-centred technology for health insurance engagements has never been more complex. The good news is that there are multiple best practices and successes that can be shared and emulated to deliver best expected outcomes. In addition, infrastructure development like highly secure data centers, well-equipped customer support centers, and high-quality

customer service and customer satisfaction continue to be vitally important goals.

Delivering high-quality healthcare services is no longer difficult. NebuLogic understands the healthcare insurance industry, and offers the most comprehensively integrated suite of scalable, reliable, and secure Implemented Solutions to meet the needs of all of the related audiences. NebuLogic has a solid history in creating remarkable implementation solutions that has helped various organizations worldwide achieve the best results.

To learn more, visit www.nebulogic.com



The Challenge

- To deliver an implementation solution that meets the core requirements and that integrates with various external systems in a real-time and bi-directional approach.
- To design and deliver an efficient solution that meets all present user requirements, and which corresponds changing business needs in the years to come.
- To implement a Sales Automation solution or a Service Automation solution and/or a combined solution that leverages existing customer data to implement cross and/or up selling; run marketing campaigns; measure, maintain, and increase the customer satisfaction record.



Solution

NebuLogic partners with world's leading Healthcare Insurance providers and exchanges. We develop the Healthcare Insurance industry's best software solutions to meet your organization's exact requirements, and we implement your solution using our holistic and secure deployment processes. We believe that our mission-critical computing systems will add significant value to your insurance business.

Key highlights from our implemented solutions include:

- Implementation & Configuration of Oracle RightNow CX application to deliver Sales and Service automation business processes
- Integration of CRM solution to external systems like CTI, IVR, Print & Fax Servers, Chat and IM services, data bases, and other 3rd party applications



Solution

- Implementation of fully featured, web-based embedded email clients
- Bi-directional and real-time integration of web forms and Self Service Portals (SSPs)
- Extensibility to mobile devices and smart phones
- Multi-channel implementation to achieve consolidated and consistent customer experience, including CTI, IVR, email, chat, IM, SSPs, and web forms
- Seamless integration and data exchange between CRM, customer portals, and other external channels
- With over 100 successfully delivered implementations across the globe, we are honoured and privileged to be able maintain our core objective of 100% deployment rate of success.

For further details on the above content and/or for specific implementation information, please contact us at contact@nebuLogic.com



About NebuLogic

NebuLogic Technologies, LLC is a leading System Implementation and Integration Information Technology company that specialize in delivering comprehensive Service and Sales Automation solutions. NebuLogic provides solutions and services using SaaS/Cloud based as well as enterprise class applications. Our definition to deployment services include but not limited to: 1) Conducting requirements discovery and analysis (RFI, RFP review and response); 2) Conducting master requirements workshops; 3) Developing Business Requirements Documents (BRD) and Technical Requirements Documents (TRD); 4) Building prototypes, mockups and pilot solutions; 5) Configuring core Customer Relationship Management (CRM) applications; 6) Enhancing and/or developing integration components; 7) Developing use cases based on client requirements; 8) Implementing data and application security requirements; 9) Conducting Quality Assurance and User Acceptance Testing (QA and UAT); 10) Developing user and administrator training guides and related documents; 11) Delivering hands-on user and administrator training; 12) Analyzing risk factors and implementing risk mitigation processes; 13) Conducting system stress testing and developing pre-production checklists; 14) Enabling successful Go Live/production rollouts; 15) Providing post-production support and maintenance services; 16) Providing hosted services and more.

To find out more about NebuLogic's Services and Products please reach us at:

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