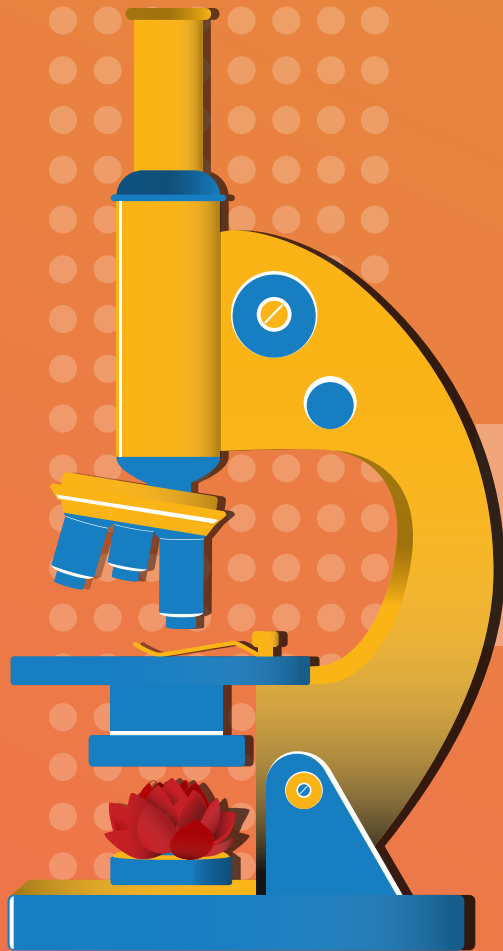




REFRESHING A PERSONALIZED COMMUNICATION PLATFORM FOR A LEADING PATHOLOGIST ORGANIZATION



Our client is a nonprofit advocacy organization that accredits laboratories for the Centers for Medicare and Medicaid Services (CMS). They communicate with over 25,000 labs daily, using 500 templates and 13,000 artifacts to send 50,000 important notifications, such as inspection letters and deficiency reports.

Key Challenge

Riddled with Manual Errors

The client used a desktop application to handle their high volume of communication which cost them both in errors and license fees. Manual errors ranged from document generation mistakes to completely missed communications, leading to significant inspection delays. With over 150 business users lacking visibility, the client sought a more effective communication solution, which is where Infosys stepped in.



The Solution

Migrating to A Modern System

Infosys tackled these challenges from product selection to implementation. Choosing Quadient Inspire as the new communications platform across all channels, Infosys integrated the solution with the existing ecosystem while also leveraging their cloud expertise to migrate existing records to AWS.

A 360° Communication Platform



Personalized Channels

Implemented a web-based correspondence portal for artifacts to be delivered through the customer's preferred channel from print to PDFs



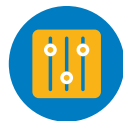
Hands-Free Copies

Developed a custom solution to automate the carbon copy process



From Legacy to Modern Systems

Migrated 195,000 legacy correspondence outputs and processes to AWS S3 and integrated them with the new correspondence portal



High Volume Management

Created reusable microservices-based solution for managing correspondence



Timely Correspondence

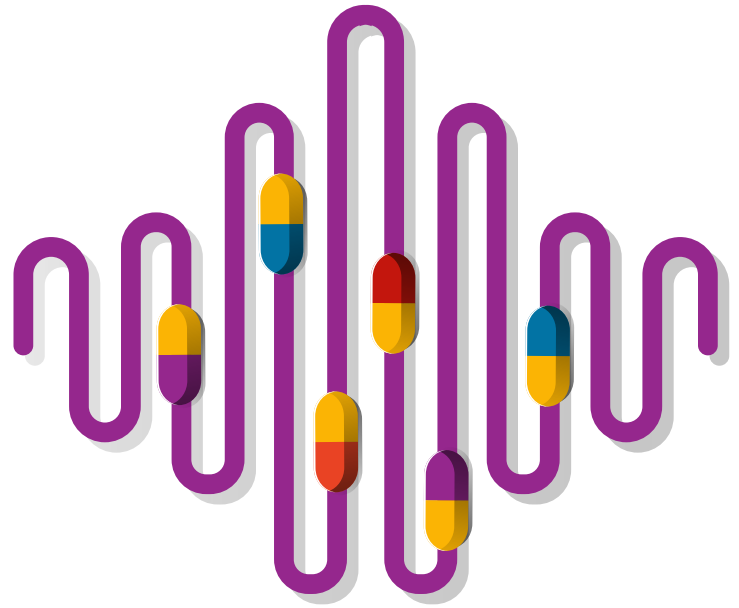
Enabled time-zone-wise delivery of time-driven correspondence

Benefits

Ensuring Error-Free Communication

By designating Infosys as their partner, our client was able to migrate to a modern communications system, delivering several benefits:

- **Flexible Templates**
Business users empowered to choose from over **200 versatile templates** and tailor them through a workflow process
- **No Room for Miscommunication**
100% accuracy in communications with clear visibility
- **Under One Umbrella**
Unified governance of the customer, Infosys, Quadient, and other IT partners spearheaded by Infosys
- **Speedy Customizations**
Create and manage templates reducing communication cycle time from **4 days to 2 hours**



Through all the reports and reminders, our client was able to transform their communications platform with effective management and versatility, ensuring they retained their status as the leading pathologist organization.

Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

www.infosys.com/healthcare



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