



# MANAGED OPERATIONS FOR FACETS-BASED SYSTEMS



Infosys' Active Service Model (ASM) for Facets is a comprehensive and holistic managed operations offering that provides reactive and proactive support for IT applications across core and custom applications.

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## Overview

### Health plans and payers are fraught with challenges such as:

- Delayed responses and high turnaround time for service requests
- Nonalignment of Business with IT systems and processes
- Gap between business priority vs. delivery schedule
- Lack of sustainable model to ensure consistency, uniformity, and performance of processes




In the age of agile development and continuous delivery, business expects

faster responses for enhancements, upgrades, and problem resolutions – IT does not have the luxury of time to focus exclusively on core business and deliver requirements with greater value and efficiency.

Infosys Active Service Model (ASM) is a comprehensive and holistic Managed operations service offering that provides reactive and proactive support for your IT applications for both Facets core and custom applications. With process

aligned to ITIL V3 the model minimizes operational costs and improves cycle time. The model features an executive dashboard for continuous monitoring, incident closure automation, and an integrated suite for Knowledge management. Process consistency, business alignment, and customer satisfaction are the key drivers for the Infosys Managed service offerings for Facets.



## Services offered under Managed Operations

	Consulting		Facets Upgrade		Managed Operations
	<ul style="list-style-type: none"> <li>• Facets &amp; Surround System Evaluation</li> <li>• Facets Business and System Assessment</li> <li>• Migration and Consolidation Strategy</li> <li>• Business Process Management</li> <li>• Process Re-engineering</li> <li>• Change and Transition Management</li> </ul>		<ul style="list-style-type: none"> <li>• Technical Upgrades</li> <li>• Facets Patch Management</li> <li>• Upgrade Strategy and Planning</li> <li>• Business Fitment Evaluation of Upgrade</li> <li>• Upgrade Validation and Verification</li> <li>• Custom solution and Impact verification</li> </ul>		<ul style="list-style-type: none"> <li>• Database Administration</li> <li>• Operational Support: L1, L2, L3, Helpdesk</li> <li>• Support Ticket Analysis</li> <li>• Facets Batch Monitoring and Management</li> <li>• Infrastructure Monitoring and Management</li> <li>• Preventive and Adaptive Maintenance</li> <li>• Knowledge Management</li> </ul>

## Infosys Automation Platform enables robotic automation of IT service management



 <p><b>End-to-end automation using virtual robots</b></p>	 <p><b>Learn and replicate support process</b></p>	 <p><b>Continuous service management improvement</b></p>
<ul style="list-style-type: none"> <li>Improves throughput &amp; response time</li> <li>Improves quality of resolution</li> <li>Improves efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Observes and learns from manual resolution process</li> <li>Captures knowledge</li> <li>Reduces SME / human dependency</li> </ul>	<ul style="list-style-type: none"> <li>Continuous improvement methodology</li> <li>Adapts to changes</li> </ul>

## Potential Savings from automation

<p><b>% of IT spend done to support existing operations</b></p>	<p><b>Potential for future investment towards business growth</b></p>	<p><b>Potential for future investment towards innovation</b></p>
<p>Application Maintenance and Support</p> <p>Infrastructure Management</p> <p>Before: 66% → After: 40%</p>	 <p>Before: 32% → After: 50%</p>	 <p>Before: 2% → After: 10%</p>

## F360 – Future-proof Knowledge Management platform for Facets for process efficiency and continuous improvement

Infosys F360 platform offers a range of solutions focused on addressing Managed services in Healthcare

 <p><b>Process Efficiency</b></p>	<p><b>OneSearch</b> Integrates key IS systems like: JIRA, ServiceNow and ALM to provide one view into multiple knowledge repositories</p>	<p><b>VirtualAgent</b> Eliminates often repeated manual process steps and automates ticket closure</p>	<p><b>QueryBOT</b> Simplifies entity search across Facets through multi-panel BOT system and provides unified view of information</p>
 <p><b>Continuous Improvement</b></p>	<p><b>Radiance</b> Classifies and presents knowledge artifacts based on taxonomy. Provides a Dashboard portal for document mgmt., submission, and review</p>	<p><b>BigCircle</b> Facilitates eLearning and helps in competency evaluation through assessments and assignments</p>	<p><b>Kite</b> Fosters Knowledge Sharing and assists in collaboration of information through community formation, mass mailers, and access to SMEs</p>

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