

HCLSoftware

HCL iControl

Business Flow Observability
Solution for Healthcare



HCL iControl



Understanding the Healthcare Industry Trends

Healthcare enterprises are continuously aiming to create and foster innovations that accelerate time-to-market, reduce real-world costs, and improve patient care. With the central objective of optimizing health outcomes, healthcare enterprises must meet high-reliability standards to ensure compliance with industry regulations and their own best practices to prevent complications.

However, significant M&A, divestiture, and unstructured growth have driven several global healthcare enterprises to function in a heterogeneous IT environment. Healthcare processes often span across multiple business functions and are backed by a diverse technology stack. This complicates tracking and avoidance of non-compliance and SLA breaches, and refining the business processes to plug any revenue leaks.

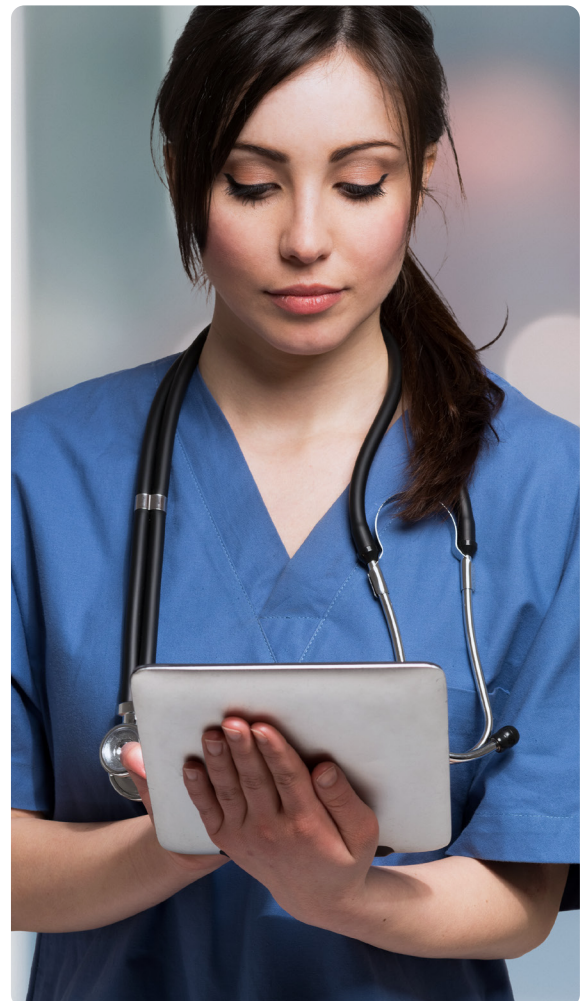
End-to-end business flow observability can root out inefficiencies and flag any prospective failure, while process intelligence can provide context to improve decision making and patient care quality.

Value of HCL iControl for Healthcare Industry

Our Vision - To empower our clients with seamless integration between their business processes and IT operations.

With HCL iControl (iControl), a healthcare business process observability solution, organizations can go beyond the traditional monitoring by leveraging observability to proactively trace and track their technical and business processes, and detect issues before they reach end-users - the Members and the Providers. iControl is preconfigured with flows for critical business processes for both Payers and Providers, and these can be tailored to suit customer requirements. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and identifies potential process optimization areas.

iControl is embedded with industry process intelligence and is backed by decades of HCL's experience in delivering business process services to Healthcare enterprises. We have funnelled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view and actionable intelligence for forecasting and resolving possible risks.



Typical business challenges

Complex interdependent systems



Integrated monitoring of interdependent business systems becomes complicated due to multiple monitoring tools spread across different business functions

Technical monitoring



Most of the monitoring tools track limited jobs and processes, and are incapable of drilling-down to business impact of process breakdown. This level of monitoring is insufficient for critical services like Healthcare

Resource-intensive manual monitoring



Manual monitoring of processes is costly and time-consuming due to disjointed and siloed monitoring systems

Lack of proactive monitoring



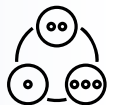
Existing monitoring tools fall short in predicting failures

Complex Healthcare business processes



Healthcare ecosystem is highly complex and has multi-/interdisciplinary personas

Dynamic Healthcare regulations



Complex and localized industry regulations and compliance frameworks



Differentiated results for Payers and Providers

iControl is an end-to-end business process flow observability solution that observes and highlights the health of Payers and Providers relevant processes that are required by Business and Technology Operations teams for effective decision making.

PAYERS

iControl is an integrated solution that helps health plans to prioritize automation solutions for

- Business challenges
- Technology challenges
- Compliance requirements



It provides actionable insights applicable to

- Member Management
- Care Management
- Claims Management
- Network Management



This helps in identifying the root causes of low/inconsistent data and resource quality



PROVIDERS

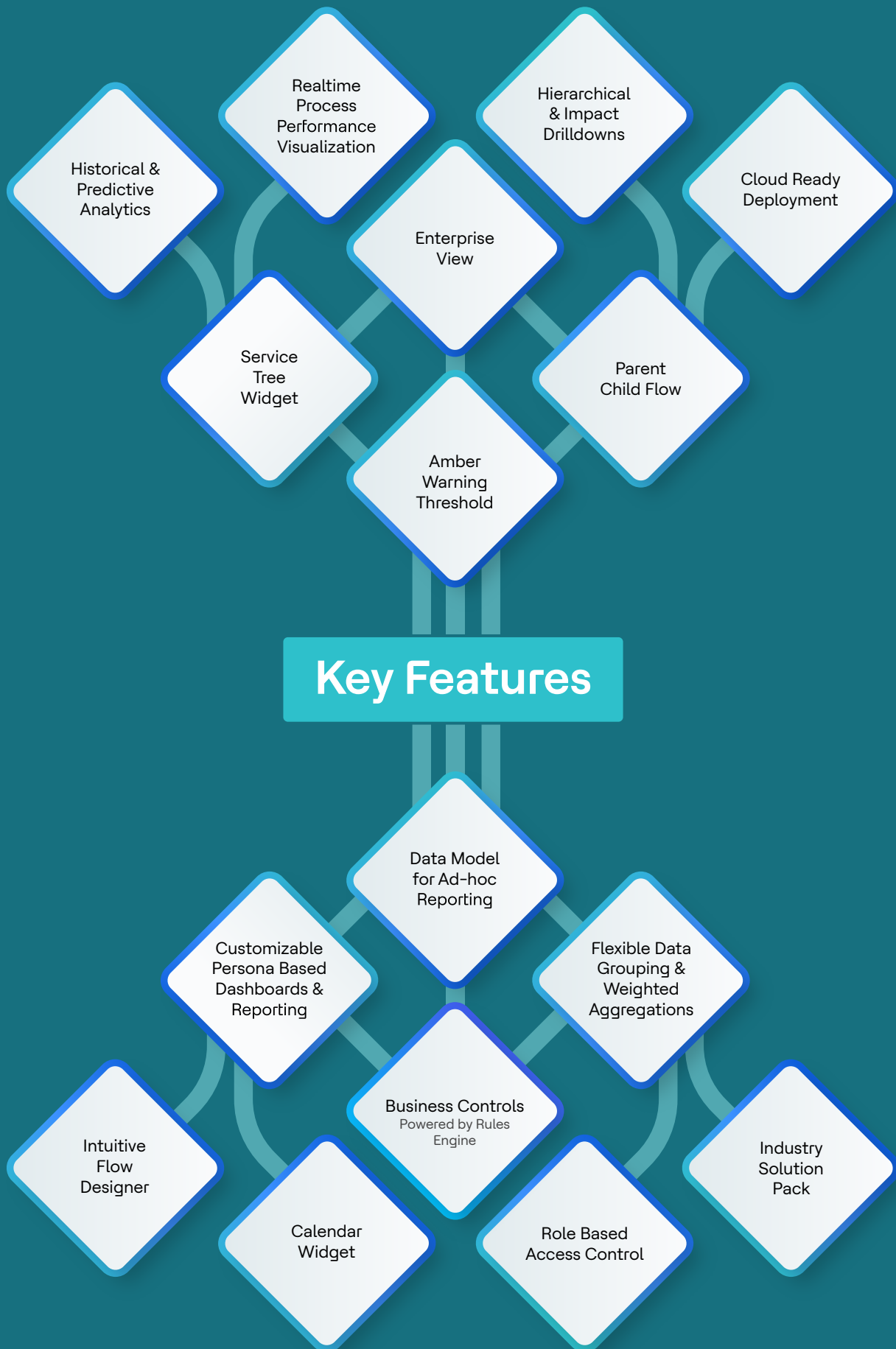
With iControl healthcare Providers can

- Predict and prevent resource bottlenecks
- Minimize superfluous time spent while executing processes
- Automate monitoring of low-value tasks such as scheduling notifications based on cut – off / throughput

Areas where iControl can be implemented include

- Patient Administration
- Revenue Cycle Management

It empowers the process owners to streamline the healthcare claims operations and protocols to shrink errors



Now available on



splunk>cloud

splunk>enterprise



Key Benefits



Identify business process areas which are risk-prone

Provide transparency on agreed performance statistics for both IT and business



Reduce IT and business manual workarounds

Consistently meet regulatory performance needs



Achieve rapid agreement between business and IT on root cause identification

Detect business-critical issues proactively and boost MTTI (Mean Time to Identify)



Improved Member, Payer, and Provider experience by ensuring application stability and continuity

Proactively identify performance bottlenecks



Reduce upfront cost of automation

Granular visibility into application and infrastructure landscape



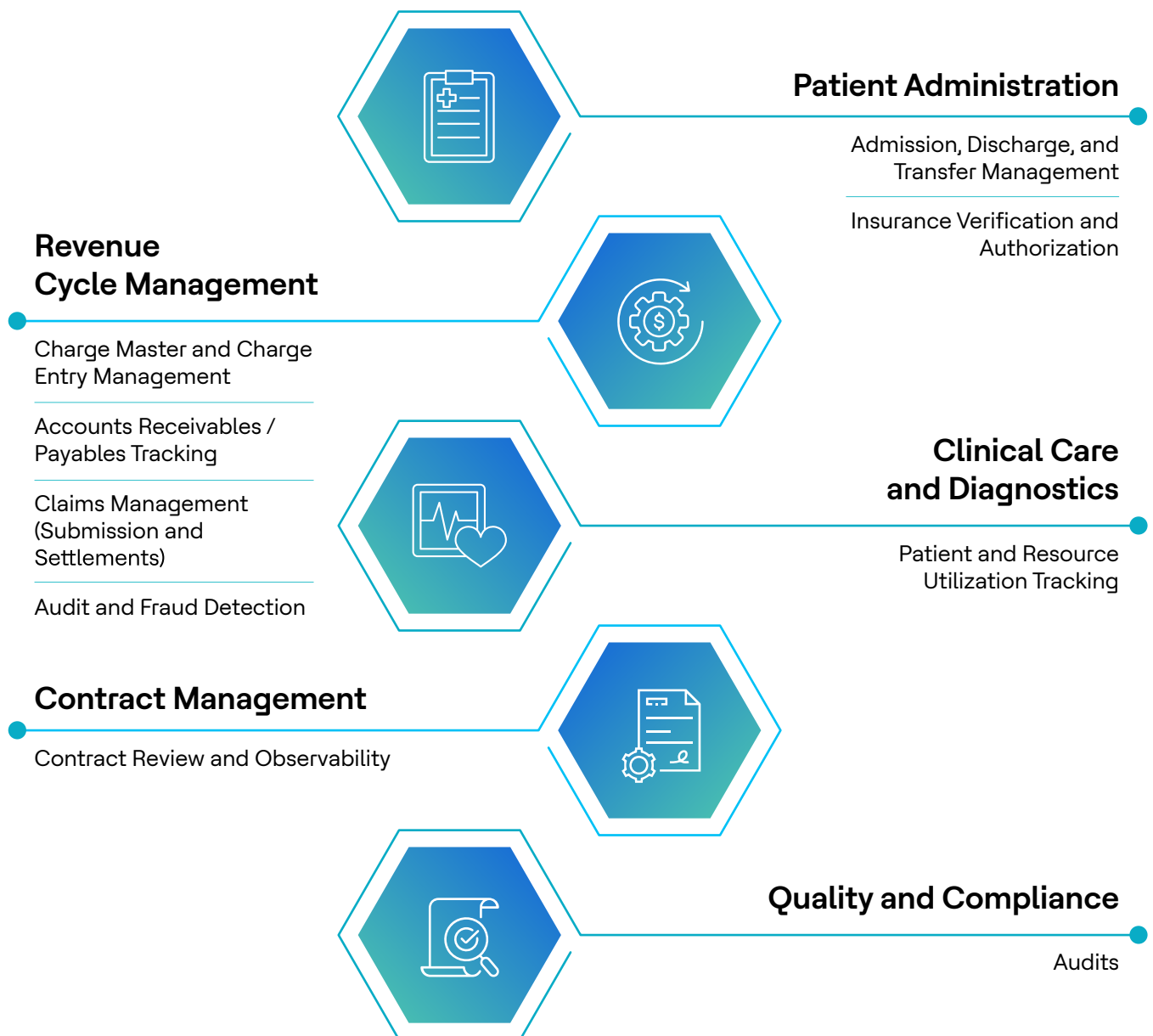
End-to-end view of system health along with connectivity to upstream/downstream interfaces

Improve stability and MTTR (Mean Time to Response)



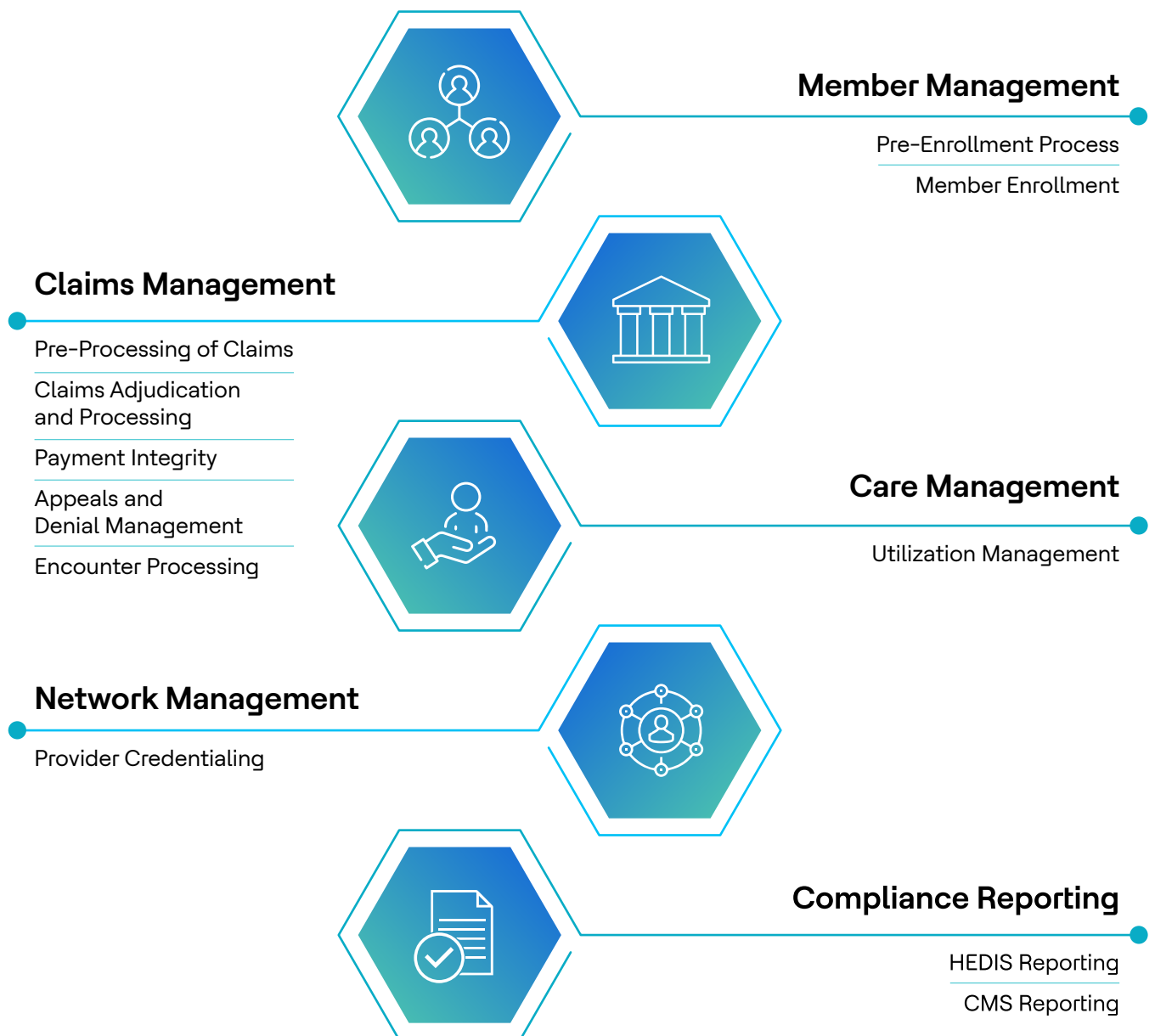


Typical Provider Value Chain Use Cases





Typical Payer Value Chain Use Cases



About HCLSoftware Intelligent Operations

HCLSoftware Intelligent Operations is focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster, and cost-efficient manner while ensuring superior business outcomes.

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Fueling the Digital + Economy

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About HCLSoftware

HCLSoftware, the software business division of HCLTech, fuels the Digital+ economy by developing, marketing, selling and supporting solutions in four key areas: digital transformation; data and analytics; AI and intelligent automation and enterprise security. HCLSoftware drives customer success through relentless product innovation for more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.