



The spiraling costs of coverage has a majority of Americans believing that health insurance providers are profitable and rich...

We know otherwise.



ServiceSPAN... Pain Management Experts

Problem...

Healthcare insurance companies are burdened with the administrative cost of people in work centers performing manual processes that have not been fully automated. Good efforts have been made to keep these costs under control and some companies are even proud of what they achieve with the fewest internal employees possible.

Government...

With new medical loss ratio rules mandated by the US government, every dollar of administrative expense now prevents a full dollar of profit from being realized by the healthcare payer and their shareholders. In fact, these loss ratio rules have immediately made some insurers unprofitable.

Solution...

How to lower these costs? ServiceSPAN's **Work Center Manager (WCM)** technology, proven in the largest of phone companies including CenturyLink and AT&T, for getting work center costs much lower (*even after effective efforts succeed at automation*) and moreover provide them with an ability to enable process changes that entirely eliminate some processes without massive changes to your existing computer software.

Empowerment....

WCM is intuitive software that layers on top of your existing computer applications, providing powerful work tools that let your staff perform work with total efficiency, allowing your company to significantly drive down administrative cost.

Partnering...

Additionally, if it's your company's objective to require your healthcare provider partners to perform administrative tasks as part of their service to avoid such costs counting in your medical loss ratio, our solutions will enable that capability with your existing infrastructure in a fast and reliable manner.

Options...

Our customers typically embark on either a steady process building a business case before engaging, or opt to deploy our software to implement determined process changes that require immediate implementation.

Where To Begin...

Our process analysts will visit your company to observe a sample of your operations at no cost. They will work with your strategic team to determine new cost reduction strategies your company can quickly implement with our software. They will work with your IT people to understand your systems to develop a solution to take the strategies you choose to implement, and design a solution.

Work Center Manager (WCM)

Innovative Software Solutions From The Experts In Process Improvement

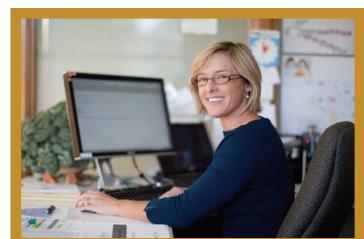
What We Do

ServiceSPAN's process analyst experts team can enable you to swiftly improve one or many processes in your company, and along with that, bring your company the added benefits of reducing unit cost, increasing cycle times and achieving higher productivity.



How We Do It

Our team will visit your company, observe your operations, conduct brief interviews with management and work with your IT people to understand your systems. Based on their findings, we prepare and demonstrate a solution that will enable you to reliably transcend to measurably improved processes.



Our Solution

Our solutions are based on workflow software that layers on top of your existing business software providing your workers with powerfully efficient tools. These tools give them greater visibility of the work and the ability to make better decisions and multi-task. Additional tools give management the ability to track and control the work.



The Results

ServiceSPAN's software solution, Work Center Manager (WCM) is agile in delivering services that allow your company to be faster and cost effective against all kinds of competition. We ensure process change effective enough to put your staff on track and not reverting back to the way tasks were performed in the past.



Flexibility

With ServiceSPAN you have the choice of starting us in an expedited manner to fix your processes in 90 days, or work with us to methodically compare our methods to options you're considering now, determine an ROI, and work through an RFP process. Either way, our team has the combination of skills and software to deliver process improvement that takes effect immediately and delivers results that are rapid and enduring.

ServiceSPAN has the knowledge, experience and innovation to provide Process Improvement that enables businesses to enhance their operational efficiencies and focus on growth and revenue.

Work Center Manager (WCM) is a powerful software product that overlays and integrates with existing automation. It is flexible and can be configured to address even the most overwhelming productivity challenges. WCM provides increased levels of visibility, efficiency and control over all aspects of the work and operation.

For more than 20 years, ServiceSPAN has successfully helped companies achieve shorter cycle times, staff accountability and measurable cost savings for its customers. This positive impact on productivity enables businesses to concentrate all their efforts on gaining a competitive advantage and increasing profits.

**To learn more about Process Improvement
for your operation, please visit us at:**

Or contact our Sales Team directly at 516-576-8000

