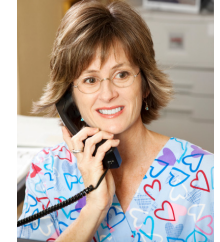


WHAT'S THE PROGNOSIS ON YOUR REVENUE



After recent successes in automation and process improvement to minimize manual work in the revenue cycle, provider work centers must next focus on reducing complexity in the remaining manual processes with a strategy of simplification, process consolidation, functionalized workflow and virtualization.


SERVICESPAN'S WORK CENTER MANAGER (WCM)

- Gives Process Improvement teams a sharper sword to slice through tough legacy software limitations.
- ♦ Empowers IT professionals to support faster solution deployment without owning more complexity themselves.
- ♦ Provides front-line managers new flexibility to distribute work, track staff

Our customers, even after successful automation and process improvement, experienced large initial gains plus on-going financial benefits including 30%-50% productivity increases, lower transaction costs and reduced revenue leakage throughout their operations.



"Share with us what's working for you and learn from us how other work centers are applying new technology to do it better".

A group of four business professionals (three men and one woman) are gathered around a table, looking at documents and discussing them. The setting appears to be a modern office with large windows in the background.

Software decides for users what work to do next, eliminating inconsistency and preventing 'cherry-picking' assignments.

Users access information and perform work in a single environment, saving time spent switching between applications.

Eliminate login and navigation of legacy applications emails, attachments, spreadsheets and databases.

Facilitate shared information so that users no longer need to cut and paste data to multiple applications.

Coordinate manual and automated processes by removing extraneous process steps that result in slower cycle times and delayed revenue.

Correlate related work so that employees work more efficiently, saving multiple steps in the process.

A call center environment with three employees (two women and one man) wearing headsets and working at their desks. The focus is on the woman in the foreground, who is looking at a laptop screen.

REDUCE COMPLEXITY

EMPOWER MANAGERS

Utilize virtualization to manage work center employees and operations on site and across the globe.

Ensure efficient work assignment by automatically distribute work to appropriately skilled users.

Accurately measure and track employee performance and report on every aspect of productivity in real-time.

Greater visibility lets managers quickly respond to operational changes and trends and make cost-effective decisions accordingly.

Features and functionality that provide enforcement of process integration and support of employee accountability.

Have immediate access to meaningful measurements that give managers control in meeting corporate goals.

ServiceSPAN provides revenue cycle solutions that extend the capability of your systems.

SERVICESPAN PROVIDES COST SAVINGS ACROSS ENTIRE ORGANIZATIONS



EXTENDS YOUR INVESTMENT IN LEGACY APPLICATIONS

ServiceSPAN's **Work Center Manager (WCM)**™ extends your investment in legacy applications by overlaying existing business systems, providing increased visibility, efficiency, control and accountability, without the need for heavy-lifting on the part of your IT department.

For healthcare providers, ServiceSPAN deploys powerful solutions to improve operational efficiency across your entire organization, leveraging existing investments in people, processes and technology. The result is measurably improved customer service, elevated employee performance and satisfaction and increased revenue.

Take advantage of our knowledge and domain experience.

ServiceSPAN's 20/20 WORK CENTER ANALYSIS

(SEE BACK OF BROCHURE)

SERVICESPAN'S 20/20 WORK CENTER ANALYSIS OUR VALUE BEGINS HERE

INTRODUCTION

Initial web meeting to introduce ServiceSPAN and obtain a high level overview of your work center's responsibilities, priorities, challenges and goals.

VISIT

1 or 2 day visit to observe employees as they perform tasks and meet with managers to learn your processes and how work is performed, measured and reported.

FINDINGS

Regroup to share findings of our analysis and discuss potential methods to aggressively increase productivity and achieve corporate objectives.

SOLUTIONS

Illustrate how new technologies, customized to solve work center challenges identified during the analysis, will help you achieve your goals and ROI.

PROPOSAL

Proposals are designed to position your work center to submit and obtain funding by clearly articulating objectives, ROI and establishing a guaranteed deployment timetable.

REQUIREMENTS

Utilize our professional services team to eliminate the burden on users and IT to 'get it right', particularly when it comes to writing requirements for flexibility.

TESTING

Our team performs quality and integration tests, providing full support during the acceptance testing phase in preparation for the deployment to production environment.

TRAINING

We train your IT Department, application administrators and supervisors. You train your end users and we are on-site to support your training activities and customers.

**Please contact us to learn more about
20/20 Work Center Analysis**

Call 516-576-8000.

Visit us at WWW.SERVICESPAN.NET

