



HOW AGGRESSIVELY ARE YOU USING TECHNOLOGY TO STEER PROCESS IMPROVEMENT?

DOMAIN KNOWLEDGE

25 years of professional services and software experience solving the most challenging business workflow issues.

EXPERIENCE

Our professional services team can write IT requirements to save time, eliminate risk and accelerate projects.

ANALYSIS ROI

We guarantee the return on investment will equal more than 20 times the cost of our analysis, or money back.

AGGRESSIVE

ServiceSPAN complements Six Sigma and Lean process, identifying even more aggressive opportunities to reduce costs.

INTEGRATION

Address how to implement process change when IT resources are constrained.

SERVICESPAN EMPOWERED US TO DRIVE UP EFFICIENCY ...



Thanks to ServiceSPAN, we gained a 300% increase in the number of claim denials we process per day, reduced revenue leakage and quickly eliminated our growing denials backlog. Once we caught up, we set a new write off standard, reworked write-off claims from the past six months and recovered significant revenue.

*Revenue Cycle, Director
Major US Clinical Laboratory*

... AND DRIVE DOWN COSTS SIGNIFICANTLY!

SERVICESPAN'S 20/20 WORK CENTER ANALYSIS



20/20 WORK CENTER ANALYSIS...

SERVICESPAN VALUE BEGINS HERE



INTRODUCTION

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



WORK CENTER 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 tracked, measured and reported.



FINDINGS FEEDBACK

Regroup to share findings of our analysis and discuss potential methods to aggressively increase productivity and the next steps toward engagement.



SOLUTIONS DOCUMENT

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. We are on-site to support your training activities and customers.

Learn more about our 20/20 Work Center Analysis
Contact us at 516-576-8000.
Visit us at WWW.SERVICESPAN.NET

