



Decision Coordinator

ServiceSPAN[®]

POWERED BY **DECISION COORDINATOR**

SERVICESPAN.NET

Decision Coordinator gives your next big idea a home in the center of all your existing software without a need for people to swivel chair, spreadsheet or cut and paste information.

Decision Coordinator enables human decisions in an organization to be data driven, measurable, and manageable with the inclusion of a browser or mobile GUI that assures people make good decisions, alone and together, in a powerful workflow that operationalizes the process improvements you need in your organization.

No longer will a good idea for a transformational process change in your organization need to go forward without internal technology to support, manage, enforce, and measure the results of your process change.

With close integration to your enterprise applications, data sources, business rule sets, data analytics, and successive improvements in machine learning, Decision Coordinator brings

automation to an advanced level to:

- Achieve real-time tracking of services being delivered, over which extraordinary automation is layered to lower cycle time and intelligently respond to events with high reliability.
- Achieve increased operational tempo for employees, with information presented to the right people, at the right time, with support for the steps and decisions they need to act on so automated processes reliably continue.
- Achieve the cultural shifts necessary to embrace data driven decisions and robust process improvement methods at the heart of being a high reliability organization.
- Secure and connect processes with people, 24/7, bypassing human interactions when customers are willing to consume your services through a digital experience.

Decision Coordinator is a powerful platform for configuring data driven applications that naturally consume and forward data between many systems and people so that custom software is not necessary.

Each of our solutions gets your staff away from swivel chairing between multiple applications, spreadsheets, cutting and pasting, performing repetitive work, and administrative tasks that slow them down and introduce error. Instead, your employees produce at a fast,

Accomplish Great Things



Operationalize Your Next Process Improvement

Systematically incorporate how people work so process change is measurable.



Get Us Involved

If we write the requirements, we guarantee the results at fixed price.



Data Driven Decisions

Enable all employees to make data driven decisions.



Drive Cultural Improvement

Integrate multiple methodologies to achieve process change.

operational tempo, with less process complexity and frustration, making data driven decisions dictated by you.

To accomplish this, our product has unique abilities to overlay the existing systems you have. For example, consuming and modifying transactions, worklists, and workflows in the existing applications your people use, so new workflows and automation can be applied to operationalize a new business process that is more efficient. Such processes can be applied across multiple domains of your business so you can shrink or eliminate current silos of decision-making that exist when stand-alone software applications and devices are connected only by people.

ServiceSPAN provides the ability to accomplish big things with Decision Coordinator, without our customers needing to learn the technology. Instead, we structure a purchase of Decision Coordinator as a turn-key solution with all integrations and business logic included, configured by us and supported for 10 years, as if the perfect product for your enterprise was available off the shelf.

To do this, ServiceSPAN consults with you and your business leaders on the requirements for your data driven solution to operationalize a target process improvement, works with your IT department to understand available types of access to systems and their standards for onboarding a turn-key product. With that we provided a fixed price, create the configuration that talks to your

systems and people to create sticky process change that will continue long after you take your eyes off it.

We guarantee our solution is successful, or we continue configuring it until your goals are achieved.

Your IT department will enjoy working with ServiceSPAN, as we respect and follow their standards, use their standardized virtual machine infrastructure, and train your business side subject matter experts on the business rules we create so that IT need not take responsibility for changes you may need going forward. Within each ServiceSPAN installation we arrange for the support of your subject matter experts and IT department going forward, no different than if you were buying a finished software product perfect for you.

Unlike purchasing third party software, there is no need to shoehorn your business process into somebody else's application. No long implementation cycle converting your data to new formats. Testing is faster and simpler when we integrate direct to your systems without middleware in-between, and there is no technology for your IT department to learn and competency to maintain in the future. When interfaces between systems change, ServiceSPAN is on call.



Cutting Edge Technology

- **Service Oriented Architecture (SOA), Agile methodology**
- **Core capabilities exposed as web services**
- **Configuration engine uses JMX technology**
- **Web and mobile user experiences**
- **Scalable architecture**
- **Tested to 20,000 transactions/hr.**
- **Simultaneously supports multiple forms and formats of work**



**Use Decision
Coordinator to improve
processes around:**

- Safety and Quality
- Discharge Engagement
- Patient Communications
- Registration and Rescheduling
- Coding and Submission
- Data Analytics
- Process Improvement
- Data Security and Data Masking
- Provider Systems Integration

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