
Re-engineering Process to Increase Productivity

Background

The client is a Japanese healthcare insurance company whose rapid business expansion required additional resources to support its insurance claim process. The client considered outsourcing this function in order to re-engineer the existing process, boost productivity and reduce costs by leveraging less expensive resources.

Beyondsoft had been providing the client with quality ITO services for a number of years, and the two companies enjoyed a strong business relationship. The client valued Beyondsoft's proven management capability and long-term commitment to its clients. Thus the client selected Beyondsoft as its BPO service partner.

The client set stringent delivery standards:

- Processed files were to be returned within 24 hours of availability for download.
- The large size of the client's image files slowed the download time.
- The client demanded a delivery error rate of zero.

Beyondsoft Solutions

- Beyondsoft's delivery model ensured seamless process transition to its BPO center in Tianjin.
- Following six months' training at the client's premises, the two PLs initiated the project within one month.
- A dedicated bandwidth VPN was set up for the download of image files. Beyondsoft technicians worked through the night to avoid local peak Internet traffic and ensure image files were downloaded and ready for processing the following morning.
- Beyondsoft's four-step QA methodology was implemented, ensuring top quality delivery.
- A dedicated team of resources from Beyondsoft's tool development unit created customized tools to improve productivity.
- The following actions were taken in order to optimize the existing process:
 - Best practices were regularly audited, analyzed, implemented and shared among the team.
 - The process and delivery matrix was documented to establish an internal quality benchmark.
 - Continuous process and quality training was provided to team members new and existing.
 - Process optimization was on-going.

Benefits

- The re-engineered process was implemented successfully and on schedule.
- Productivity increased by 60% within the first two months.
- An error rate of zero was achieved two months ahead of schedule.
- The client was completely satisfied with the quality of delivery.
Beyondsoft's service team doubled in size at the beginning of phase two of the project.
- The client saw annual operation costs reduced by 30-35%.