

Case Management and Cost Containment Company

Moving from paper based process to web-based application helped streamline business process, and increased productivity and efficiency.

To improve its ability to better manage growth, decrease human errors, improve productivity, and produce timely performance reports, the client moved from paper based process to web-based customized application. Spiralogics designed and developed the application, and applied product expertise to maximize the product's potential, and address key business needs.

About the Client

The client is an independent, national provider of case management and cost containment services within the work place and disability market. Their unique proactive approach to prevention, early intervention, and case management services promotes employee health and an overall reduction of illness, injury, and lost time from work. Their highly skilled, experienced professionals work hand in hand with customers to actively decrease medical and indemnity claim costs.

Prior Process

The client's work flow was paper based. All account records were kept manually. Managing the process was labor extensive: for every 5 field Case Managers, the client required 1 management personnel in house. All old data was archived in physical folders and sometimes in storage.

Proposed Solution

Spiralogics proposed a web-based application to streamline business process. All data was captured and stored electronically in a central repository. Billings were automatically exported into client's accounting software. All activities were tracked electronically for audit purposes.

Technology Used

- ◆ PHP, MySQL, Javascript, Ajax, Xml, Html
- ◆ Client-server architecture.

Value Realized

Spiralogics designed, developed, and implemented the Case Management application ahead of schedule and within budget.

- ◆ Instant access to data for use company - wide.
- ◆ Reduced labor cost for growth
- ◆ Reduction in human errors
- ◆ Instant access to Archived data
- ◆ Increased productivity and efficiency
- ◆ Ability to make informed decision for company growth
- ◆ Better managed business process, employee pay, employee performance
- ◆ Increased customer satisfaction

The application has been so successful; the client has continued to utilize Spiralogics as its "outsourced software-enhancers" for several years. Recently, they have even begun marketing a Spiralogics-developed application to their customers.