

If EYEON is AI and EYEPO is
probably a member of Healthcare

**Tech
Mahindra**
BUSINESS PROCESS SERVICES



Healthcare & Lifesciences Whitepaper

Connected World.
Connected Experiences.

Introduction

Healthcare and Life Sciences (HLS) organizations are committed towards enhancing the lives and well-being of people around the world. They have not been able to keep its cost affordable to many patients & not able to cope up with the denial of claims by the Insurance companies. There is a need to re-focus on improving health outcomes by providing Digital technologies & Business transformation solutions. Tech Mahindra with its domain knowledge and expertise in Business Process Management enables healthcare companies to focus on costs & achieve process efficiencies.

Tech Mahindra's Comprehensive Healthcare Capabilities

The Healthcare industry has made huge strides in improving the health, but the cost of Medical treatment has increased many folds, and given rise to affordability issues.

Three key issues faced are

**Cost of Healthcare & Hospital
re-admissions**



**Care Management & Affordability of
Medical treatment**



**Proper Healthcare Insurance &
Re-imbursement of claims**





The Challenges and Solution

While the Industry grapples with these challenges, Tech Mahindra is uniquely positioned to provide innovative, solutions with Consulting, Technology and Delivery capabilities.

TechMahindra's capabilities include Business Consulting, Next gen digital solutions and Delivery of Services.

Consulting Services – Enabling Business Transformation

Our experienced consultants with strong situational analysis skills can help in strategy formulation, planning, Business process optimization and enable the organizations to create new business models and enhance stakeholder engagement.

Tech Mahindra comprehensive approach can lower costs, institutionalize effective processes, Reduce errors in operations, and enhance coordination, which results in better revenues, lower costs and waste elimination.

Tech Mahindra's Business Process services group hosts a bouquet of Digital Services & Offerings including Revenue Cycle Management, Care Management, and Claims Adjudication. This would not only help in running your existing business smoothly but also with bringing in value add services like Consulting and analytics can help business grow exponentially.



Tech Mahindra's capabilities delivering significant results for Life Sciences



The Lifesciences industry including Pharmaceuticals/ Biotech has faced challenges in keeping up with the promise of coming up with the Blockbuster medicines. While the industry grapples with key issues like -



Shrinking pipeline of Innovative drugs



Increasing R&D costs



Patent expirations



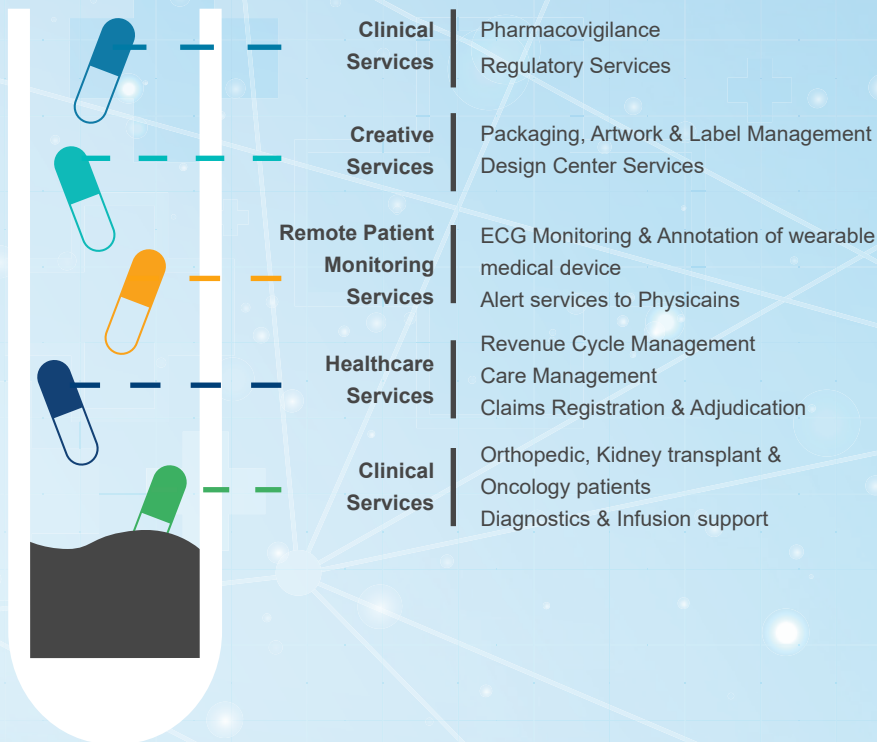
Ever-changing Regulatory guidelines

Tech Mahindra's Lifesciences deep domain expertise & Business Process practice hosts a bouquet of Services & Offerings including AE Medical Contact Center, Pharmacovigilance services, Packaging, Artwork & Label Management, Digital Design Center services, Patient Support Program & Technical support & Helpdesk services.

Tech Mahindra is re-defining the entire spectrum of Healthcare & Lifesciences with one goal; i.e., helping companies to transform through Digital disruption.




Tech Mahindra Business Process Service group

Healthcare & Lifesciences solutions





Key Differentiators

-  Third party analyst fraternity Everest Group, recognized Tech Mahindra Business Process Services as Leaders in their Pharma BPO evaluation in HLS (2017) clearly proving that we that we have evolved as one of the key players in the market.
-  Tech Mahindra IT + BPO solutions sets us apart from our competitors
-  With client relationships more than 10+ years, Tech Mahindra clearly distinguishes itself as service partners

Key Benefits Delivered



Artwork designer learning curve
reduced by 40%

240% increase in
Artwork design productivity

Product recalls due to design errors
eliminated from once every
2/3 years to NIL in 10 years

Scale of operations **lifted from**
500 to 40,000 artworks annually

Processed over **190,000** adverse event
cases over the last 8 years

30% efficiency brought in Claims
adjudication process

Over **8, 00,000+** ECGs analyzed & zero
missed urgent/critical ECGs

\$72 million savings within
12+ years of operations

Tech Mahindra

BUSINESS PROCESS SERVICES



bps.techmahindra.com

Connected World.
Connected Experiences.