



ADVANCED ANALYTICS

CASE STUDY  
**R SYSTEMS ANALYTICS**

**A Global Healthcare Provider  
Substantially Improved Compliance  
With R Systems Analytics**

[www.rsystems.com](http://www.rsystems.com)

# Client Overview

The client is the leading healthcare services provider serving more than 21 million people across the globe. They offer a comprehensive range of health coverage plans to meet the changing demands of people. Accredited with A+ financial rating from A.M. Best, the client has always been committed to deliver high-end healthcare services at competitive prices.

## Problem Statement

- The client was using a conventional approach of quality assurance and compliance monitoring based on the random sampling of calls. This approach made it difficult for the supervisors to gauge if the teammates were adhering to the set guidelines
- Manual interpretation of calls was an immensely time-consuming process resulting in loss of efficiency
- Delay in generating quality reports with insights like whether agents are adhering to the script, their knowledge gaps and if they required trainings
- Lack of adequate tools to review agents' performance became a bottleneck for supervisors when arranging training sessions to adhere business standards

## Primary Client Objective

- To address compliance issues due to a feeble authentication process
- Required a concrete solution that could help reduce infringements
- Wanted a solution that was at par with the quality standards and which could endorse change management while improving supervisor's efficiency

## Our Solution:

### Analytics GYM®

#### ► Data Science

#### Our Analytics Consulting Engagement

#### The STEPS:

- a. Business Understanding/ Use
- b. Data Understanding/ Use
- c. Analytics and Assessment
- d. Implementation

# Analytics GYM®

## The Approach

- Our team of experts created rules to help supervisors view, compare and find out ambiguities that triggered non-compliance
- Created an easy-to-use dashboard that significantly reduced manual efforts by the supervisors and yet delivered the best performance
- Conducted training sessions and demonstrated the functionalities of analytics framework to help the supervisors adopt the solution and drive change within the organization

- Our Customer Interaction Analytics Platform made the compliance process efficient and effective for the client
- Our analytics framework enabled the supervisors to capture and evaluate 100% of recorded calls and ensured compliance through agent scorecards
- We helped the client to transform their existing quality program using a blend of near real-time interaction and CRM

The compliance was measured on four parameters, depicted in the following table:



# Analytics GYM®

## Scope Delivered

Using our data analytics framework, we improved compliance through

- Automated 100% call monitoring
- Automatic identification of calls with potential compliance breaches
- Reduced FTEs for call evaluation program/ campaign
- Boosting change management
- Targeted coaching plan

## Business Outcomes

- Detected potential compliance breaches and then recommended proactive measures to avoid penalties
- Helped the client to yield faster returns and save cost substantially
- Enabled hassle-free implementation and ensured quick adoption of the solution by the client's staff
- The solution helped supervisors to focus on important strategic areas instead of time-consuming quality auditing tasks
- Our analytics solution helped supervisor to instantly view the agents' scorecard
- Enabled the client to take informed business decisions in near real-time
- Enabled them to curtail compliance issues while slashing down the total opportunity cost