

# IntelliVIEW *provides timely, actionable information* enabling success of a Government health initiative for below poverty line (BPL) families

## The Customer



Launched in April 2007, Aarogyasri Health Care Trust is a not-for-profit, Government of Andhra Pradesh project that provides quality healthcare for BELOW POVERTY LINE (BPL) families in Andhra Pradesh.

## Environment



The scheme provides BPL families with an insurance cover of up to INR 200,000 a year for treatment of ailments requiring hospitalization and surgery and covers over 900 procedures. Today, this project covers over 65 million BPL individuals across the State. The project has already delivered healthcare to over 300,000 families and has disbursed over INR 9.5 Billion in providing this service. Over 1.8 million BPL individuals have been screened and over 942,000 cases registered for treatment through this unique scheme. Tata Consultancy Services (TCS) is the technology partner for this initiative.

The BPL families are connected to over 340 network hospitals through primary health centers and medical camps and have access to timely information about the network hospitals they can approach. These network hospitals, along with the third party insurance agencies ensure cashless diagnosis and treatment of ailments for BPL families. Thus, availability of real-time information across all stakeholders is a critical factor for the success of this project. The software application helped Aarogyasri gather critical data from the various stakeholders and made it available centrally. A strong reporting tool was the need of the hour to ensure that the data collected was analyzed properly.

### Users

### Key Information Needs



Millions of BPL families

Timely information about network of hospitals across districts with specific locations.



Over 100 Trust users (including Govt. Officials & Trustees)

Critical information to monitor operations like Occupancy Records, Expenses, Fund Allocation, Re-allocation, etc.



Over 1000 users from third party insurance agencies

Business critical information like Repeat Cases, Yearly Insurance Reports, Disorder / Ailment Reports, Claim Reports, etc.



Over 500 doctors & staff from Network Hospitals

Critical information like Bed Capacity, In-patient / Out-patient Records, Surgery Discharge Reports, Pre-authorization Reports, etc.



Over 30 panel Doctors from Primary Health Centers

Information to monitor Patient Records, Surgery Discharge Reports and other weekly reports, etc

## Key Challenges



- Longer decision making and approval cycles for process clearances
- Lack of effective methods to track results of the program
- Need for interactivity & support for ad-hoc information needs
- Barriers to providing information to users with minimal computing skills
- Effort & time intensive report creation and distribution process

## Highlights



### Aarogyasri Health Care Trust

- Not-for-profit project by Government of Andhra Pradesh to provide quality healthcare for Below Poverty Line (BPL) families

### Environment

- Every stakeholder requires timely information expenses, fund allocation, etc.
- Diverse & distributed user base including millions of BPL families, third party insurance agencies, doctors & staff from network hospitals, and panel doctors

### Key Challenges

- Unavailability of timely & actionable information
- Longer decision-making cycles
- No support for ad-hoc information needs
- Very high dependence on IT

### IntelliVIEW Solutions Deployed

- IntelliVIEW SDK with IntelliVIEW Designer

### Key Results

- Instant availability of actionable information
- Saves up to 50% of business user time
- Saves over 60% of report development timer

## Solution Deployed



- IntelliVIEW SDK – Application integrated web-based reporting & analysis
- IntelliVIEW Designer – Desktop client for report design

IntelliVIEW SDK provided Aarogyasri the capability to integrate reporting and analysis into their web application and enabled effortless publishing of reports using real-time data.

IntelliVIEW provides doctors and staff at over 340 network hospitals now have instant access to critical information on Bed Capacity, In-patient / Out-patient Records, Surgery Discharge Reports, Pre-authorization Reports, etc. IntelliVIEW empowers users at the Insurance Agencies to modify, interpret and analyze their information in order to make rapid and informed decisions.

IntelliVIEW Report Analyzer (Web Client), enables Govt. Officials & Trustees of the Scheme to view, modify, extend or analyze their report data “on-demand” and without requiring IT dependence.

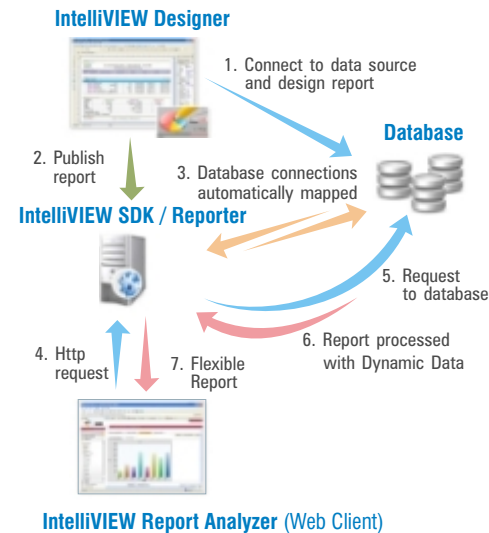
IntelliVIEW makes actionable information instantly available to Aarogyasri stakeholders at every level, meeting diverse information needs through one integrated solution. Today, with a varied user group, IntelliVIEW is the core solution that meets Aarogyasri’s diverse information needs. Doctors, Insurance Advisors and Government officials can now access and control their information over the web. This has enabled users across the workflow to effectively handle

situations and increase overall effectiveness and reach of the project.

## Key Results



- **Instant availability of actionable information**
  - Meets the diverse information needs of the large and distributed user-base including Doctors, Insurance Advisors and Government officials
- **Significant savings**
  - Saves over 60% of report development time and effort
  - Interactive & on demand information delivery
  - Increased application usage and performance
- **Increased productivity & efficiency**
  - Saves up to 50% of business user time
  - Enables faster & better informed decisions
- **Ease-of-use**
  - Users with minimal computing skills too can use it to feed in and extract requisite information
- **Significant decrease in Admin overhead & expenses**
  - Availability of immediate and reliable information to stakeholders ensures reduction in administration overheads
- **Significant savings towards Total Cost of Ownership (TCO)**
  - 60% savings in TCO as compared to the other alternatives



## Awards

- 2009 Network Computing EDGE Award
- 2008 PCQuest Best IT Implementation Award

## Synaptris Highlights

- Headquartered in San Jose, CA with a global footprint
- Over 2,250 customers across 80 countries and multiple verticals
- Over 90 Partners across North America, Europe, Africa, Middle East & Asia Pacific
- Over one hundred Fortune 1000 customers

### About IntelliVIEW

IntelliVIEW is a next-generation reporting solution that offers interactive, easy-to-use reporting and analysis capabilities to users, while overcoming the key challenges associated with traditional reporting. IntelliVIEW improves user productivity and efficiency significantly while minimizing IT overhead, by providing users with the flexibility to modify, interpret, extend and analyze report information without training or dependency on the IT team!



Synaptris delivers "flexible" and "easy-to-use" reporting solutions that empower users to make rapid & informed business decisions while enabling IT to minimize overhead and maximize ROI.

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