

# PROGRESS<sup>®</sup> SAVVION<sup>™</sup> LIFE SCIENCES AND HEALTHCARE FOUNDATION

## INDUSTRY CHALLENGES

In the healthcare industry, payers and providers are facing very complex challenges, from evolving regulatory changes, industry consolidation, and lack of agility to quickly and easily modify existing systems to handle these changes. There is no single view of end-to-end business process, and this lack of visibility into key business metrics results in difficulty in tracking and meeting service-level agreements (SLAs), issues with data quality and accuracy, and extensive training time due to many disparate and standalone applications. There is a need for higher productivity among medical professionals, and a need to provide a better experience to the “customers.”

Some of the key problems and critical challenges in healthcare are:

- > Lack of control. Manual gaps in the process make it difficult to track, manage and control business operations
- > Lack of visibility. Limited visibility by management to optimize business processes and capacity planning

## HIGHLIGHTS

*With the Progress<sup>®</sup> Savvion<sup>™</sup> Life Sciences and Healthcare Foundation, organizations can:*

- > *Collaboratively define business processes*
- > *Integrate processes with existing systems*
- > *Deploy processes as application accessible via a Web portal*
- > *Monitor, analyze, control, and improve processes in real time*

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- > Lack of responsiveness. Not being able to sense and respond to the business events internal or external to the healthcare provider
  - > Meeting changing regulatory requirements such as HIPAA 5010 and ICD-10
  - > Poor integration:
    - > Multiple systems not integrated into complete end-to-end solution
    - > Data redundancies cause regulatory risk and increase reconciliation time required for reporting and data evaluation

The core elements of a business operation are its business processes or the ways in which it organizes and uses resources to achieve its desired objectives. As such, operational excellence cannot be achieved without making sure that the processes are designed to deliver on that objective. Some of those processes are captured and automated by packaged applications in various segments of the life sciences and healthcare industry. However, in traditional point solutions the underlying processes are limited, siloed or “hardcoded” and, as such, offer less flexibility and opportunity for process optimization.

## HEALTHCARE SOLUTIONS

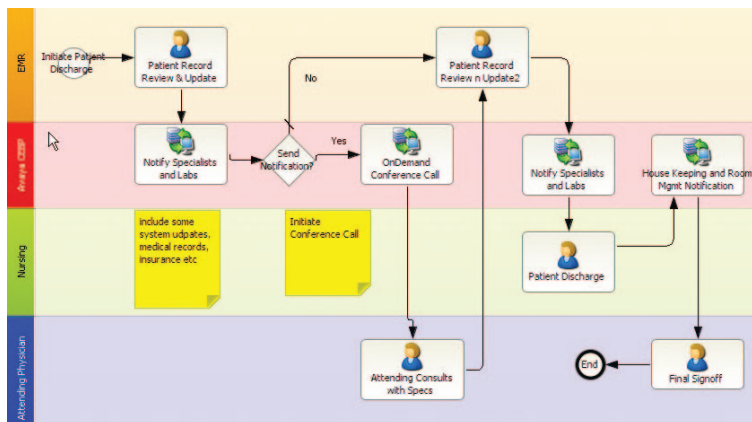
With Business Process Management (BPM), an organization can collaboratively define its business processes, integrate them with its existing software systems, and deploy them as applications accessible via a Web portal. Managers and their teams can monitor, analyze, control and improve the execution of those processes in real time. Built on the industry- leading Business Process Management (BPM) system, the Progress® Savvion™ Life Sciences and Healthcare Foundation provides out-of-the-box agility, along with real-time visibility, to help define, automate, manage and improve business operations.

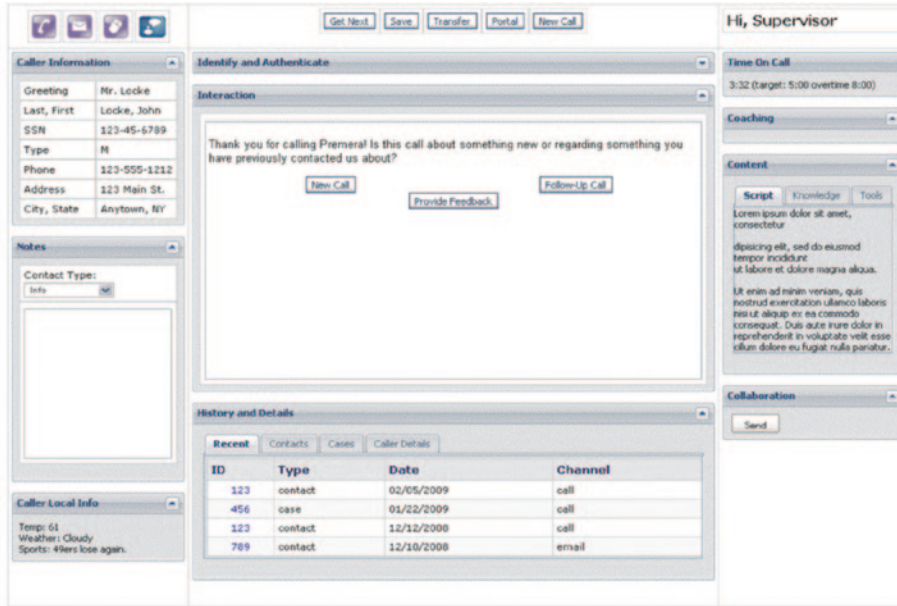
The Savvion Life Sciences and Healthcare Foundation is made up of a collection of “BPM-enabled” applications such as:

- > Claims and Case Management

- > Suspended Claims
- > Patient Discharge
- > Patient On-boarding
- > Order Patient Lab Work
- > Emergency Department Lab Notification
- > Surgery Process

The Savvion BPM-enabled applications allow you to **model, simulate, execute** and improve various collaborative clinical operational processes. These applications can complement existing business systems to control the end-to-end process. And since control of human resources, systems, processes, and data can be centralized by a BPM-enabled application, there is no need for creating redundant tracking tools. The Life Sciences and Healthcare Foundation provides you with both an easy way to define performance metrics and monitor them in real time through user dashboards and valuable information to improve your business.





## BENEFITS

### Visibility

- > Real-time visibility with dashboards and analytics
- > Audit records kept for all transactions
- > Root cause analysis and drill-down into processes in real time
- > Customer visibility to process status as needed
- > Customer analysis and insight
- > Monitoring of team performance and process metrics with personalized dashboards



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### ***Agility***

- > Based on priorities, make changes such as real-time case assignment
- > React to customer offerings by quickly modifying processes
- > In a “BPM-enabled” application, easily model any part of the process to fit the needs for new or existing solutions
- > Leverage existing systems or quickly build new process templates to fill the process gaps

### ***Efficiency***

- > Streamline business processes and optimize resource utilization
- > Profit from team management and dynamic intelligent work allocation for managing cases with a business-friendly set of business rules
- > Gain out-of-the-box functionality for continuous process improvement
- > Eliminate shadow processes that create inefficiencies

## **FEATURES AND FUNCTIONS**

- > Out-of-the-box solution templates are configurable.
- > Solution templates and process models—help jump start a quick deployment of processes-based applications.
- > Configurable R&D dashboards—provide real-time results into your business operations.
- > Support for Standard Operating Procedures (SOPs)—allows you to make changes to SOPs and deploy instantly to a distributed organization.
- > Integration with existing business systems—including ERP, CRM, and document management systems.
- > Alerts and exception and resolution management—automatically trigger alerts, issue resolution, delegation, and intelligent re-routing of work assignment.

- > Drag-and-drop process changes, UI modifications—optimize for process improvement and then quickly deploy the application.
- > Change management capability—quickly updates the process as environment, policy and regulations change.

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## PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

## WORLDWIDE HEADQUARTERS

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Rev. 06/11 | 6525-130649

