

# Healthcare business flow observability solution

Predict to prevent



## Understanding the Healthcare Industry

Healthcare enterprises are continuously aiming to create and foster innovations that accelerate time-to-market, reduce real-world costs, and improve patient care. With the central objective of optimizing health outcomes, healthcare enterprises must meet high-reliability standards to ensure compliance with industry regulations and their own best practices to prevent complications.

However significant M&A, divestiture, and unstructured growth have driven several global healthcare enterprises to function in a heterogeneous IT environment. Healthcare processes often span across multiple business functions and are backed by a diverse technology stack. This complicates tracking and avoidance of non-compliance and SLA breaches, and refining the business processes to plug any revenue leaks.

End-to-end business flow observability can root out inefficiencies and flag any prospective failure, while process intelligence can provide context to improve decision making and patient care quality.



## Value of DRYiCE™ iControl for Healthcare Industry

With DRYiCE iControl (iControl), a healthcare business process observability solution, organizations can go beyond the traditional monitoring by leveraging observability to proactively trace and track their technical and business processes, and detect issues before they reach end-users - the Members and the Providers. iControl is preconfigured with flows for critical business processes for both Payers and Providers, and these can be tailored to suit customer requirements. It regulates the health of business processes with IT data, predicts and analyzes the business impact of any modifications made to the process, and identifies potential process optimization areas.

iControl is embedded with industry process intelligence and is backed by decades of HCL's experience in delivering business process services to Healthcare enterprises. We have funnelled decades of industry expertise gained while managing some of the industry's largest IT infrastructures into creating a product that provides an end-to-end view and actionable intelligence for forecasting and resolving possible risks.



## Typical business challenges

### Complex interdependent systems

Integrated monitoring of interdependent business systems becomes complicated due to multiple monitoring tools spread across different business functions

### Technical monitoring

Most of the monitoring tools track limited jobs and processes, and are incapable of drilling-down to business impact of process breakdown. This level of monitoring is insufficient for critical services like Healthcare

### Resource-intensive manual monitoring

Manual monitoring of processes is costly and time-consuming due to disjointed and siloed monitoring systems

### Complex Healthcare business processes

Healthcare ecosystem is highly complex and has multi-/interdisciplinary personas



### Lack of proactive monitoring

Existing monitoring tools fall short in predicting failures

### Dynamic Healthcare regulations

Complex and localized industry regulations and compliance frameworks



## Differentiated results for Payers and Providers

iControl is an end-to-end business process flow observability solution that observes and highlights the health of Payers and Provider relevant processes that are required by Business and Technology Operations teams for effective decision making.

### PAYERS

**iControl is an integrated solution that helps health plans to prioritize automation solutions for:**

Business challenges

Technology challenges

Compliance requirements

**It provides actionable insights applicable to:**

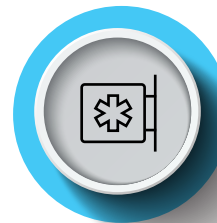
Member Management

Care Management

Claims Management

Network Management

**This helps in identifying the root causes of low/inconsistent data and resource quality**



### PROVIDERS

**With iControl healthcare Providers can:**

Predict and prevent resource bottlenecks

Minimize superfluous time spent while executing processes

Automate monitoring of low-value tasks such as scheduling notifications based on cut - off / throughput

**Areas where iControl can be implemented include:**

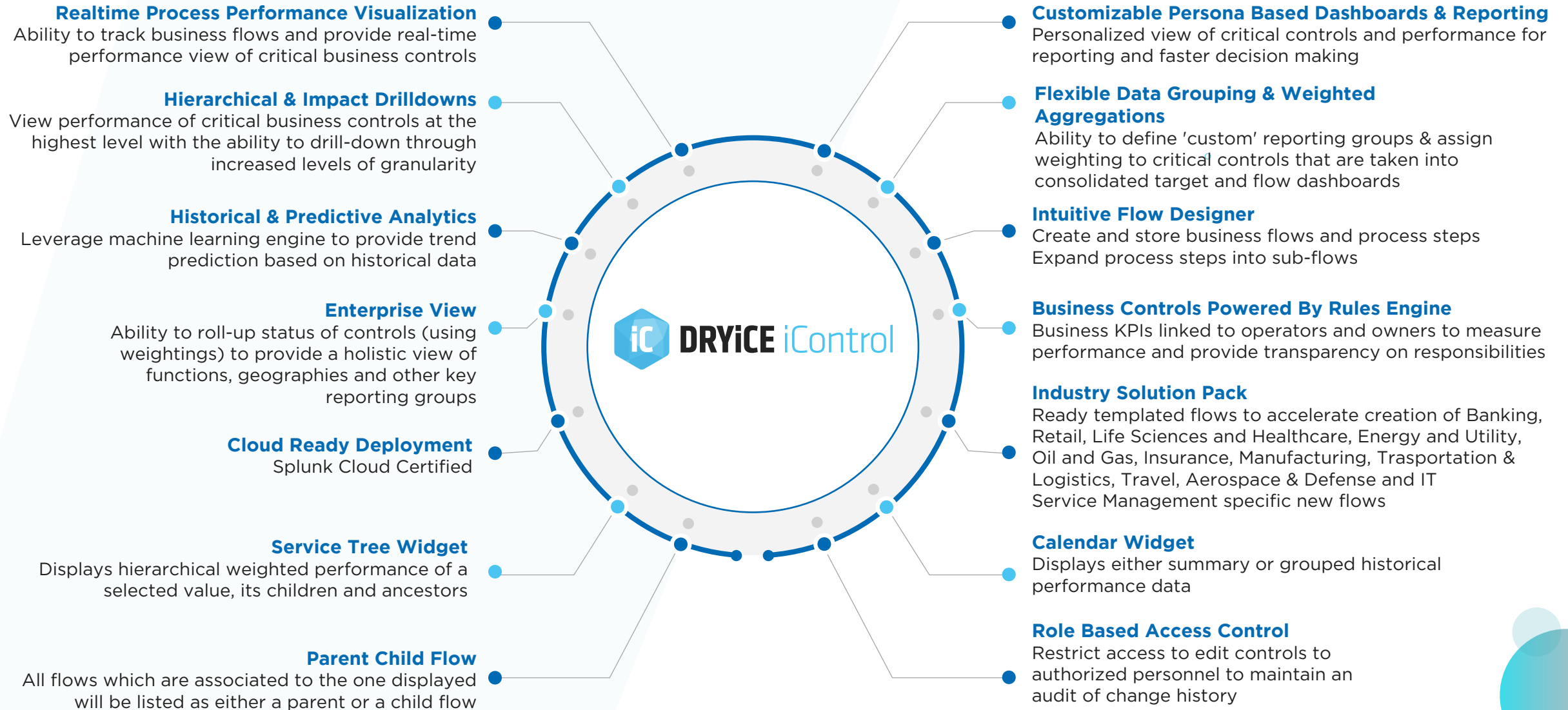
Patient Administration

Revenue Cycle Management

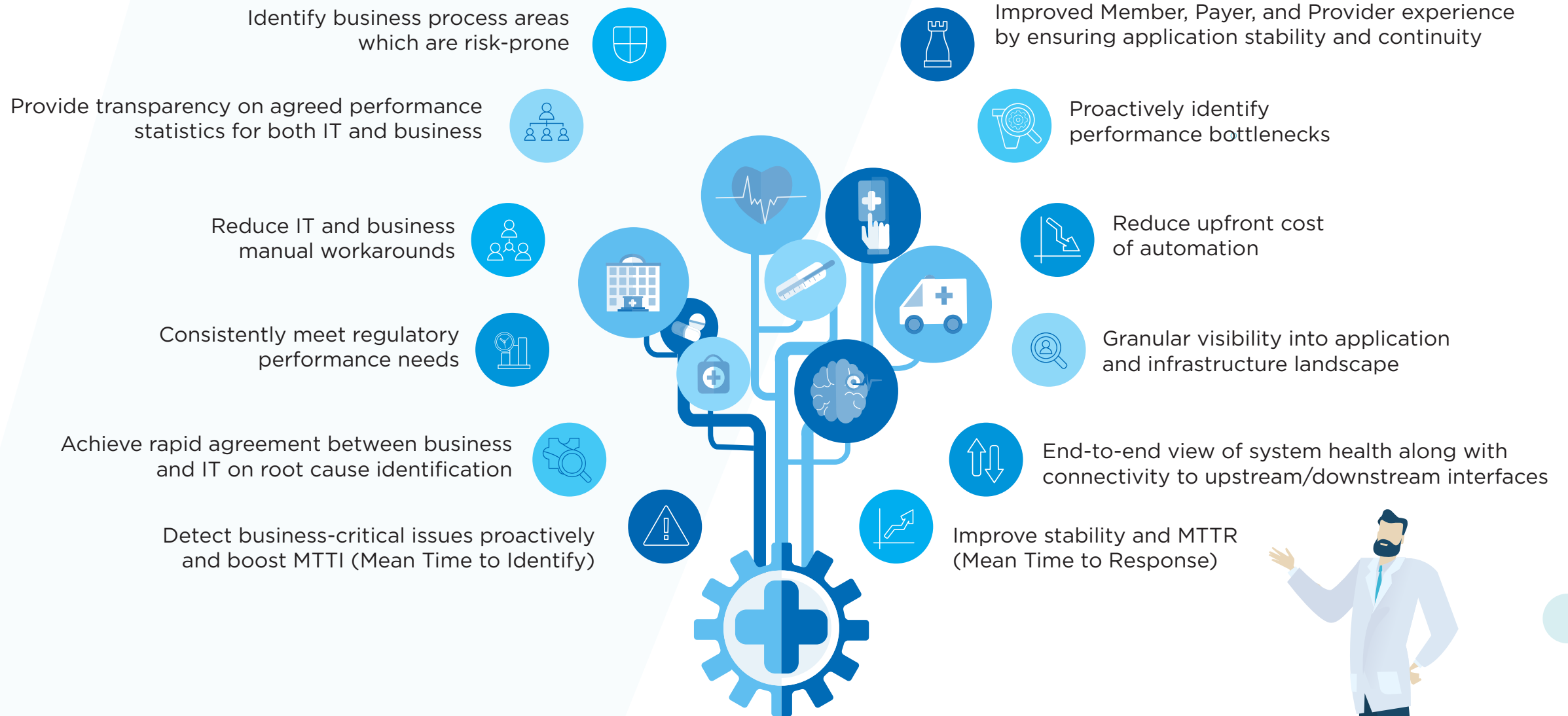
**It empowers the process owners to streamline the healthcare claims operations and protocols to shrink errors**



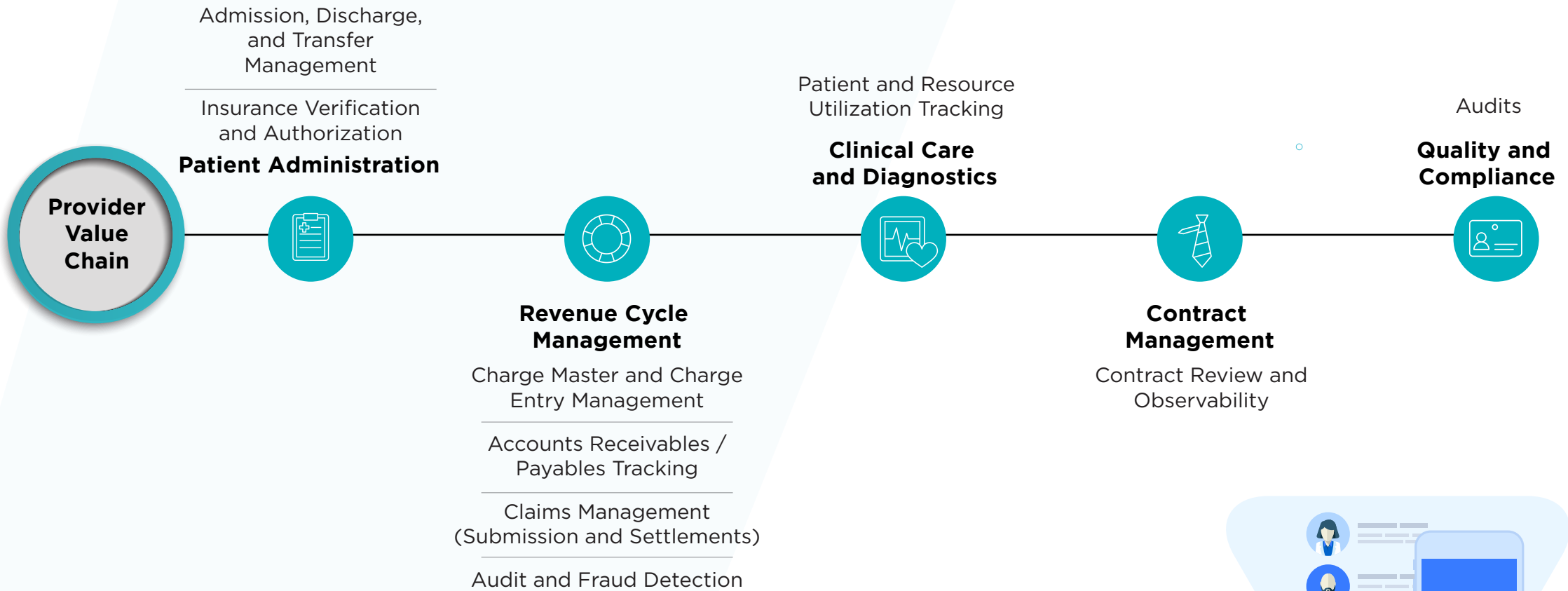
# Key Features



## Key Benefits

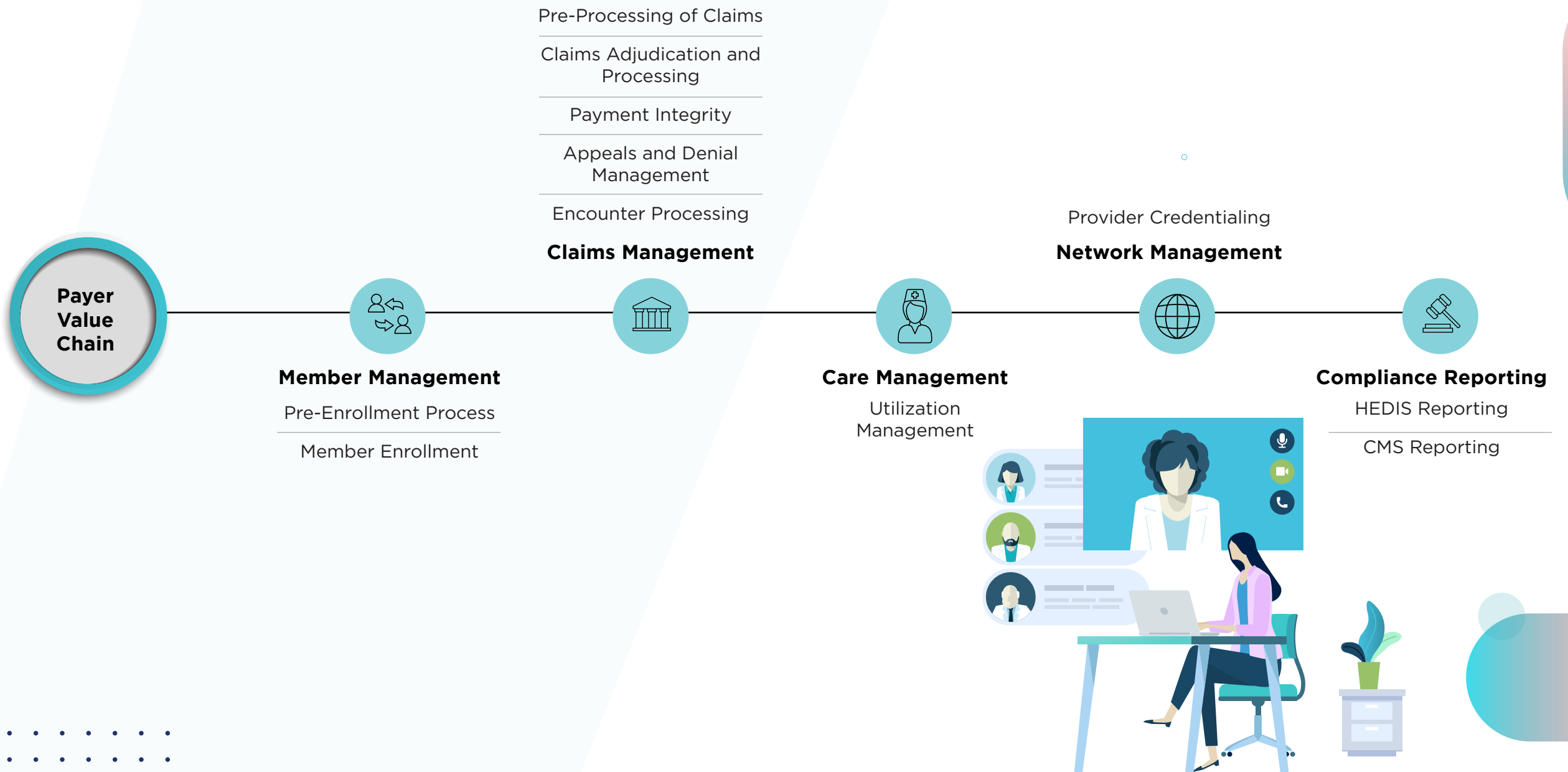


# Provider Value Chain Use Cases





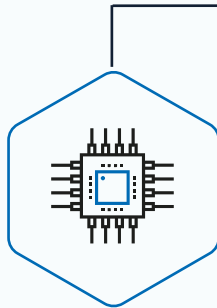
# Payer Value Chain Use Cases



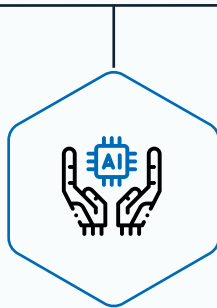
## About DRYiCE

DRYiCE is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations by leveraging AI and Cloud.

### Our vision focuses on:



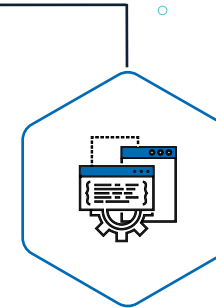
Enabling a Service Oriented Enterprise



AI-Led Service Assurance



Driving Enterprise-Wide Digital Agility



Business Flow Intelligence



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write to us at [dryicemarketing@hcl.com](mailto:dryicemarketing@hcl.com)

