DATAMATICS

TRANSFORMING HEALTHCARE WITH DATAMATICS

The healthcare customer cycle revolves around the patient, where customer experience is paramount. The healthcare industry experiences a continuous evolution with technology, innovation regulations, and patient needs. Here, technology plays a crucial role in ensuring optimal patient care at lower costs for the patients, providers, and payers while not compromising on patient experience.

At Datamatics, we focus on leveraging technology to improve services, treatment, and Patient Experience. Our offerings create an integrated ecosystem between the provider, payer and patients across all touch-points to ensure healthcare is centralized. We cater to the entire healthcare lifecycle from appointment scheduling, self-check-in, remote consultation, patient enrolment, case management, expense management, and billing.

300+
Customers Worldwide

45+
Year

4
Regions Covered

12000+
Employees

Datamatics Recognized By
Forbes Asia Amongst
Top 200 Companies

Forbes Asia
BEST UNDER A BILLION
2023

# OUR HEALTHCARE OFFERINGS

Patient Experience Management (CX):

Bridging the gap between the patient, providers, and payers with our CX offerings that focus on delivering seamless patient care and delivery. Our digital contact centers create a connected ecosystem that enhances patient access, improves communication, streamlines processes, and, above all, improves the lives and experiences of patients. Our platform - Datamatics CXPro, combines technological prowess to deliver personalized, omnichannel, and superior customer experiences.

Healthcare Digital Transformation:

We leverage innovation to improve clinical outcomes, reduce costs and keep up with evolving healthcare challenges and opportunities. We help modernize the healthcare ecosystem and make it patient-centric.
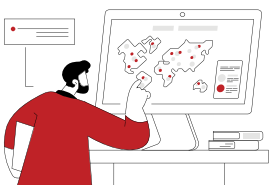
Healthcare Analytics & AI:

By leveraging AI, Analytics & Insights, healthcare enterprises can improve patient outcomes and transform healthcare delivery. Right from optimizing operations to aiding decision making, AI and analytics can revolutionize the way the healthcare ecosystem.

Datamatics Intelligent Automation:

Automate tasks, processes, and documents using an integrated automation platform 'AI at the Core'

TruBI: Develop a better understanding of patient needs and deliver personalized care by mining intelligence from large amounts of data.

TruBot: Automate workflows with high accuracy and minimal human intervention, freeing up resources from repetitive tasks. Deploying bots for appointment scheduling, health information, healthcare coaching, language translation, survey/feedback, emergency response, contract management.

TruCap⁺: Invoicing, Insurance Claims, Patient Booking & Scheduling, Regulatory & Compliance Requirements, Medical Record Analysis, KYA Process Automation.
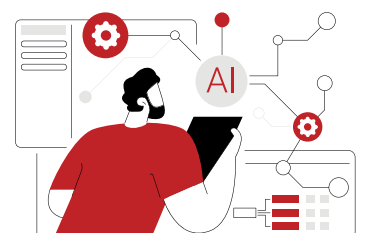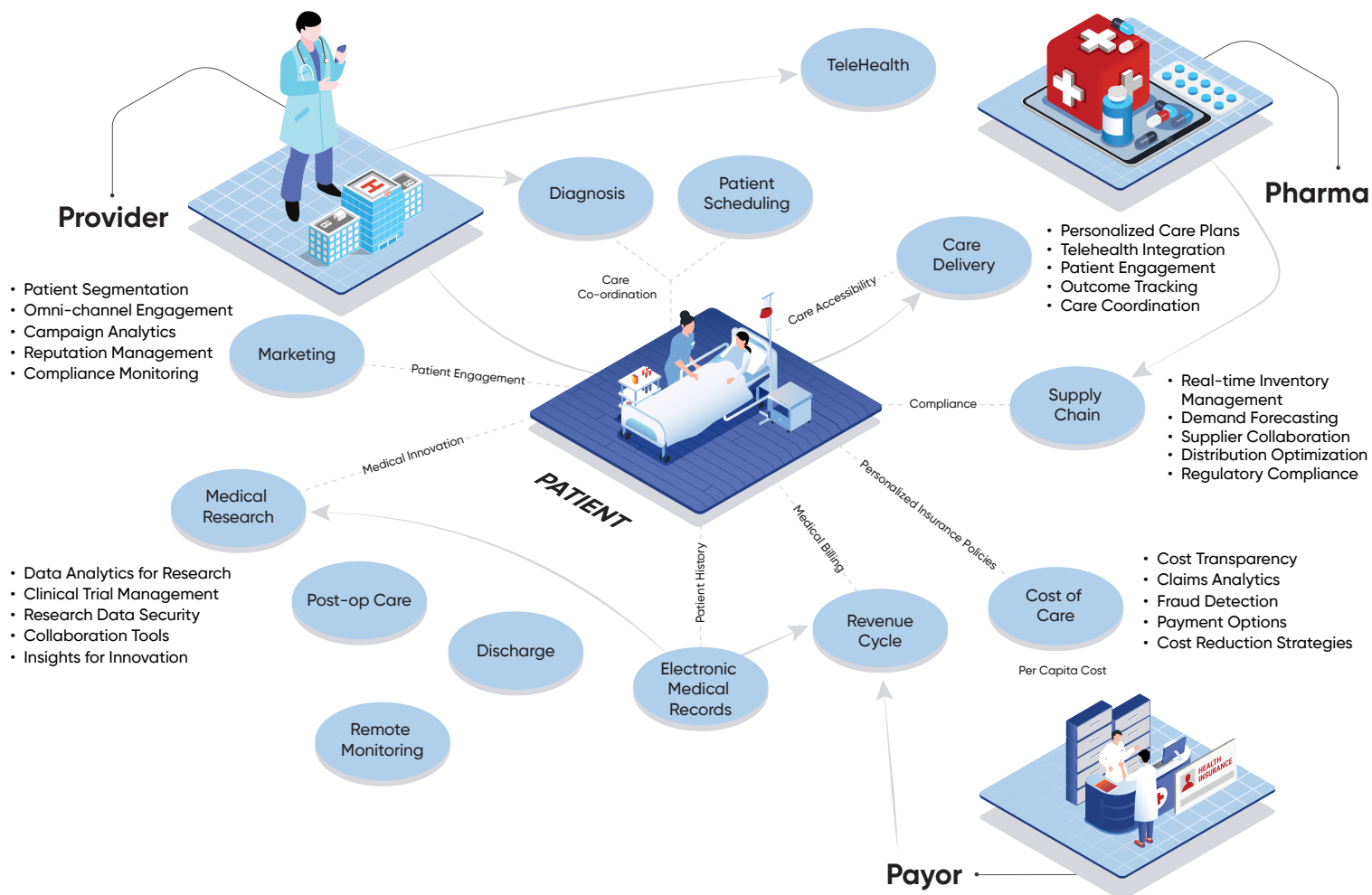
Healthcare Regulatory & Compliance Support:

Ensuring providers, institutions, and practitioners comply with guidelines and laws to ensure patient safety, patient privacy, quality patient care, protect healthcare workers and combat fraud.

Healthcare Process Management:

Track every step, starting from registrations and appointments to payments.

CONNECTING THE PROVIDER, PHARMA, PAYOR AND PATIENT FOR OPTIMAL PATIENT CARE

Provider

- Patient Segmentation
- Omni-channel Engagement
- Campaign Analytics
- Reputation Management
- Compliance Monitoring

- Data Analytics for Research
- Clinical Trial Management
- Research Data Security
- Collaboration Tools
- Insights for Innovation

TeleHealth

Diagnosis

Patient Scheduling

Care Co-ordination

Care Delivery

Care Accessibility

Patient Engagement

Marketing

Medical Innovation

Medical Research

Post-op Care

Discharge

Remote Monitoring

Electronic Medical Records

Patient History

PATIENT

Medical Billing

Revenue Cycle

Compliance

Supply Chain

Personalized Insurance Policies

Cost of Care

Per Capita Cost

Pharma

- Personalized Care Plans
- Telehealth Integration
- Patient Engagement
- Outcome Tracking
- Care Coordination

- Real-time Inventory Management
- Demand Forecasting
- Supplier Collaboration
- Distribution Optimization
- Regulatory Compliance

- Cost Transparency
- Claims Analytics
- Fraud Detection
- Payment Options
- Cost Reduction Strategies

Payor

THE DIFFERENCE WE HAVE MADE TO THE HEALTHCARE COMMUNITY

For a government healthcare system of a country

Datamatics has partnered to enable TruBot RPA from the Datamatics Intelligent Automation Platform to automate a range of simple as well as complex processes.

For a global biopharmaceutical company

developing innovative medicines in the fields of neuroscience and oncology Datamatisc is enhancing patient support services for people prescribed the client's medicines. Datamatics has deployed a remote patient coordinator service staffed with a team of individuals with healthcare experience to support patients in accessing their medicines and reminding them of their appointments. Datamatics is also helping modernize existing systems and processes to enable the Patient Access Services team to enhance the customer experience.

For a leading healthcare improvement company

uniting an alliance of approximately 4,400 U.S. hospitals and 250,000 other providers to transform healthcare. The agreement allows Premier members, to leverage special pricing and terms pre-negotiated by Premier for Datamatics Intelligent Automation platform. This will impact healthcare stakeholders across the payer and provider space, including patients, clinicians, admin staff, members, underwriters, and claim adjudicators.

For a leading European Health Insurance and Health Care Provider

we have enabled Application Development, Application Management, Testing, Automation, Upgrades & Migrations and L1, L2, L3 support with 200+ resources deployed at the ODC. Our initiatives have seen 30% rise in new customers with the Online Doctor Appointment booking platform.

For a leading Healthcare Technology organization

we have helped achieve high levels of operational excellence and improved healthcare efficiency with Datamatics TruBot RPA. The practice was struggling with staff understanding and over-utilization, leading to increased costs. These costs led to a significant increase in the expenses and as a result, affected GP Automate's net profit. We helped increase operational efficiency by reducing 870 clinical hours, streamlining processes for 1 million patients, handling 68,000 lab reports; ensuring 100% accurate patient data; reducing manual Efforts, enhanced cost-efficiency and increased appointment turnout.

ABOUT DATAMATICS

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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