DATAMATICS

Transforming Healthcare with Datamatics using AI, creating a Smarter Future of Care

TRANSFORMING PATIENT EXPERIENCE WITH

DATAMATICS SuperCX

At Datamatics, we recognize pharmaceutical enterprises' challenges when managing enrollment forms, coordinating communication with Healthcare Provider (HCP) offices, and ensuring the seamless operation of Patient Assistance Programs (PAP).
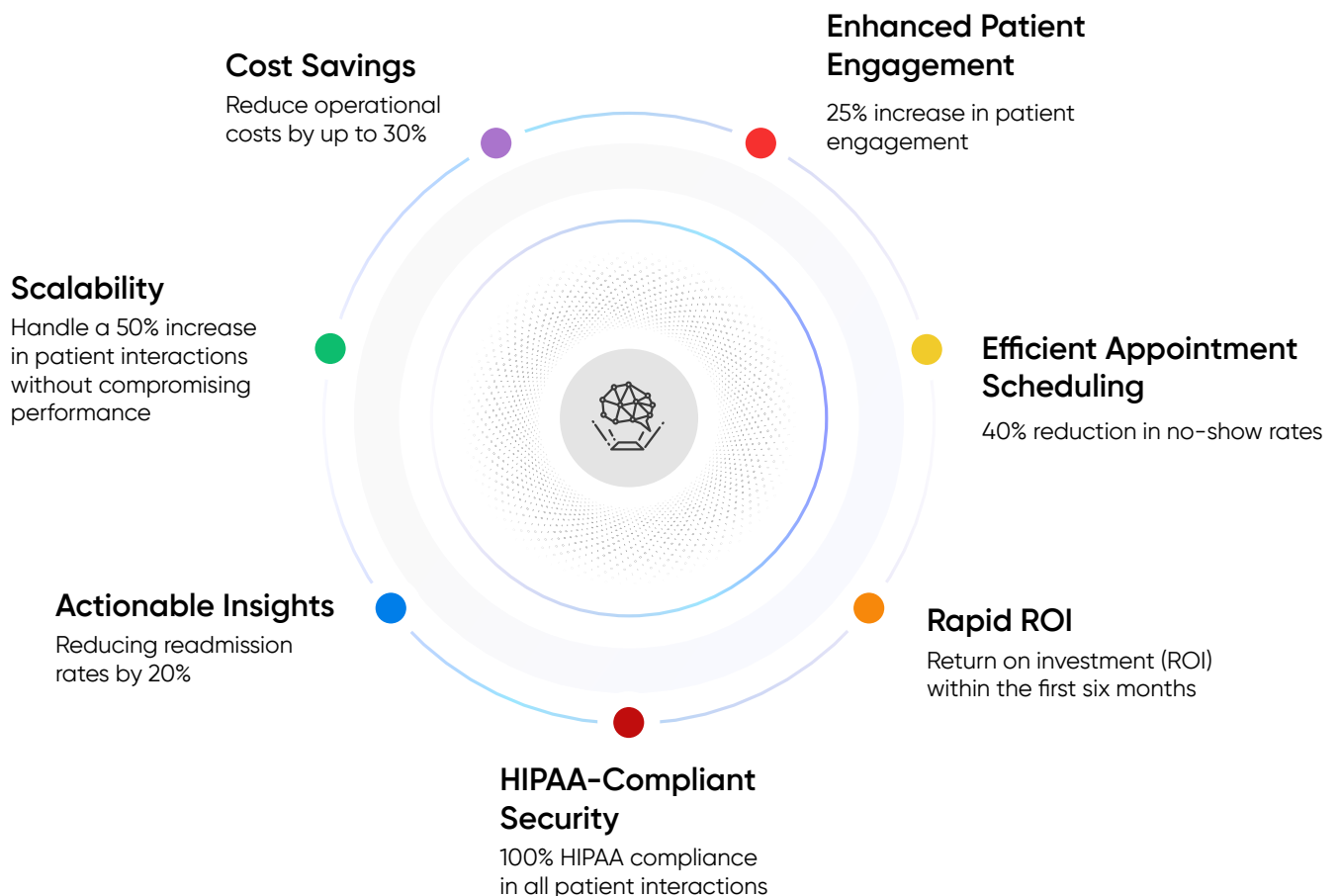
Our solutions are designed to integrate seamlessly with your existing platform, optimizing these critical processes to enhance efficiency, minimize errors, and elevate patient and healthcare provider satisfaction.

Datamatics' Super CX is built to address the needs of global enterprise brands, unifying and managing the entire digital contact center experience. Super CX goes beyond just technology or human agents. It's the perfect fusion of both: a Super-Agent that combines the empathy of human interaction with the intelligence of AI-First insights.
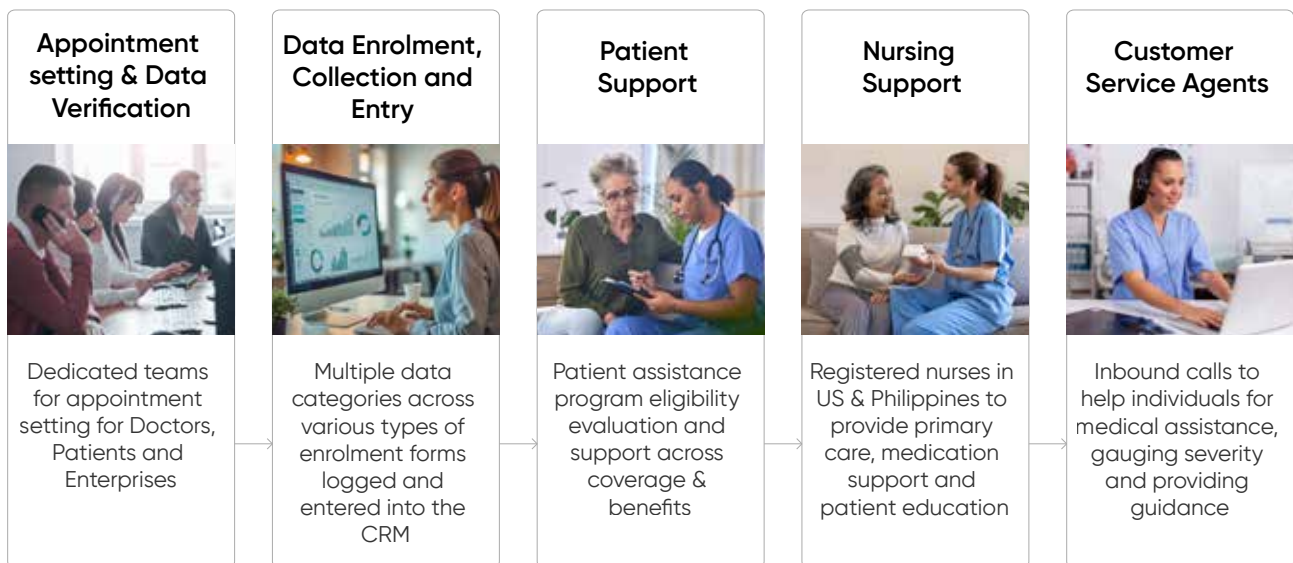
This synergy transforms customer experiences, where human touch and AI work together in flawless harmony. The business impact we bring to our customers is immediate and measurable, with tangible outcomes including:

MEASURABLE IMPACTS

Cost Savings
Reduce operational costs by up to 30%

Enhanced Patient Engagement
25% increase in patient engagement

Scalability
Handle a 50% increase in patient interactions without compromising performance

Efficient Appointment Scheduling
40% reduction in no-show rates

Actionable Insights
Reducing readmission rates by 20%

Rapid ROI
Return on investment (ROI) within the first six months

HIPAA-Compliant Security
100% HIPAA compliance in all patient interactions

RANGE OF SERVICES FOR HEALTHCARE FOR CX

Appointment setting & Data Verification	Data Enrolment, Collection and Entry	Patient Support	Nursing Support	Customer Service Agents
Dedicated teams for appointment setting for Doctors, Patients and Enterprises	Multiple data categories across various types of enrolment forms logged and entered into the CRM	Patient assistance program eligibility evaluation and support across coverage & benefits	Registered nurses in US & Philippines to provide primary care, medication support and patient education	Inbound calls to help individuals for medical assistance, gauging severity and providing guidance

OFFERINGS FOR HEALTHCARE AT DATAMATICS

Healthcare Process Management

Robotic Process Automation - TruBot

Technology

Care Management Solution - CareEase

Business Intelligence & Data Visualization - TruBI

PBOR - Provider Book of Record

Research & Analytics

Contact Center Transformation

THE DIFFERENCE WE HAVE MADE TO THE HEALTHCARE COMMUNITY

For a government healthcare system in the USA
Datamatics has partnered to enable TruBot RPA from the Datamatics Intelligent Automation Platform to automate many simple and complex processes.

For a global biopharmaceutical company
Datamatics is enhancing patient support by deploying a remote coordinator team to assist with medication access and appointments. They are also modernizing systems to boost efficiency and improve the patient experience, resulting in an overall elevated customer experience.

For a leading European Health Insurance and Health Care Provider
We have enabled Application Development, Management, Testing, Automation, Upgrades and migrations, and L1, L2, and L3 support with 200+ resources deployed at the ODC. Our initiatives have seen a 30% rise in new customers with the Online Doctor Appointment booking platform.

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

*"We enable enterprises to go **Deep in Digital** to boost their productivity, customer experience, and competitive advantage"*

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