

The SgSMART App

Maintenance and Renewal Activities
Web App for Employer Groups

Challenge

Renewal of employer groups can be a highly manual process, given the number of systems and departments involved. Additionally, requests can be received any number of ways, from faxes, emails and paper requests.

The client required a way to standardize intake and facilitate the highly complex and error fraught process.

Solution

By standardizing the inputs into a digital format with a single data source, the workflow could be managed based on a complex set of predefined rules. With a predictable workflow process in place, not only could work be tracked to the individual work item, but analytics of the entire process could be provided as well.

Benefits

By automating the renewal process, identification of specific work items in the process and assignment of those items is now possible. Additionally, by eliminating the need to manually track paper, administrative costs were virtually eliminated.

Automation of the workflow through business rules and work queues, reduced renewal processing times went from a month to a few days.

Reduction in processing time for each request and elimination of “misplaced” paperwork improved the perception of the client’s request-handling capabilities.

Tech: Oracle, RightFax, .NET

Duration: 4 months

Value: \$500K