



Litigation Back Office Support for Growth



About Client

The client is one of the largest litigation support companies in US. Below were the requirements:

- Manage High volume of medical records within a predefined TAT
- Summarize medical records by having doctors & pharmacists on board
- Manage customized requests from legal and insurance firms
- Add /Develop software to automate certain processes to keep the price competitive





Solution Offered

- Developed in-house software to Manage Medical Records
- Records summarized by Medical professionals – Doctors , Pharmacists etc.
- Created Dashboard and histograms for TAT monitoring
- Provided High level of Data Security and quality
- Quick Turn around times even with increased volumes year after year



Benefits

Following were the benefits delivered to the client:

- 35% Cost Saving
- Offshore team was able to focus on core business activities.
- High quality helped client add multiple product lines in records management



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