PERVASIVE

CASE STUDY

Speed

ROI

Robust connectivity

Pervasive Data Integrator accelerates print-to-EDI processes

Ability to handle print data services reduces backlogs, improves data quality and enhances business opportunities

"Pervasive integration technology gives us additional confidence to pursue new business leveraging a 'one-to-many' integration approach, dramatically increasing our ROI. Leveraging Pervasive Data Integrator's ability to handle virtually any unstructured data source, we can now address a myriad of customer needs including purchase order processing, mortgage loan files, First Notice of Loss, First Notice of Injury, Sarbanes-Oxley, HIPAA – you name it."

–President of the company

PERVASIVE Data Integrator™

About the Company

This company is an outsourced solutions provider specializing in document and information management solutions. The company enables clients to benefit from cutting-edge technologies without the financial, IT, and personnel resources traditionally required.

Executive Summary

This company provides paper-to-data conversion services that primarily process medical claims information from multiple print to EDI formats for health insurers. Handling hundreds of thousands of clean electronic claims each day, the company's Mediclaim system removes time-intensive clerical work from claims adjusters' busy schedules, freeing them to focus on decision-making functions. With the help of Pervasive integration tools, the company can now facilitate faster data collection, meeting exacting accuracy and turnaround requirements, as well as expanding its services. Since deploying Pervasive® Data Integrator™, the company has tripled its client volumes to levels of nearly 150,000 daily paper-to-data conversions.

Challenge

The company relied on custom coding and an aging, expensive data conversion system for digital exports. As it became more active in HIPAA 837 EDI file conversions, it found the custom-code approach increasingly difficult to sustain as development costs and downtime increased. With limited resources to devote to creating and maintaining hard-coded EDI format translations, backlogs and expenses continued to increase. Often, code for new integration requirements could take weeks to deliver, at a cost of $150,000 or more.

To maintain its competitive edge, the company wanted to redouble its focus on increased speed to market of its automation offerings. At the same time, the company juggled maintenance and support for more than 800 data maps. To meet its objectives and help customers reduce data-entry costs, it sought a cost-effective, quick-conversion solution with little ongoing maintenance effort and expense. **The solution had to be flexible and agile to support the company's service-level commitment to customers: 99.5% data accuracy with a 24-hour turnaround.**

Solution

Pervasive's unstructured data connectors were used to quickly develop the data conversion process wanted. Prior to implementing Pervasive, the company relied on legacy systems to complete 40,000 to 50,000 paper-to-data conversions daily and suffered from a backlog of data to be processed. **Within three weeks of initiating the Pervasive integration solution, the initial system was in production, and all 800 legacy EDI maps were converted within six months.**

The company now has the ability to collect, scan and convert bills into EDI files on behalf of insurers and payers within 24 hours, allowing for faster processing and guaranteed accuracy rates. Consequently, it has grown its core business three-fold.

"Pervasive Data Integrator has enabled us to scale as our client volumes have tripled, ensuring that our nearly 150,000 daily conversions are timely and accurate for faster, more reliable turnaround to customers," said the company president.

Backlogs down, opportunities up with Pervasive

Benefits

No custom coding required. Junior developers and other staff members can immediately begin to address new integration projects, thanks to the low learning curve of the Pervasive Process Designer GUI interface and reusable maps. This has lowered integration project costs, in part due to the reduced need for expensive expert custom coders. Today, a less technical staff member can create maps in a matter of days, and testing is far less time consuming than with the custom-code approach. Moreover, project turnaround speed has increased and there is more flexibility for resource allocation.

Rich connectivity, high scalability for increased market opportunity. There is improved automation and now the company supports many different data and transfer protocol environments while being able to easily scale to meet growing demand. The company can support customized projects for both small and larger companies that are a growing source of revenue. With more than 150 data connectors, including HL7, HIPAA 837 and UB-92 healthcare connectors, along with EDI, EDIFACT and SWIFT interchanges, the company has the robustness to meet almost any challenge.

Improved IT productivity and control. Easy check-in and check-out capabilities and messaging options of Pervasive Data Integrator aid on-ramping and data-transfer continuity and remove the unpredictably of information flow. Pervasive's real-time, event-driven and continuous processing model allows developers to orchestrate messages and routing – more importantly, they gain greater control over process.

Business agility and customer value. Pervasive Data Integrator handles maps and updates the status between databases, managing file check-in/check-out and time stamping. Using Pervasive also allows the company to give customers an online tool to log in and monitor their jobs.

Conclusion

Since implementing Pervasive Data Integrator, the company has increased its medical information processing business. Pervasive Data Integrator is used at four different points in the process at about 600,000 unique transaction sets (it was initially purchased to handle 50,000 transactions/day). "In an industry where speed and accuracy are key, we have improved automation and can support many different data and transfer protocol environments while being able to easily scale to meet growing demand. The company can support customized projects for both small and larger companies that are now a growing source of revenue for us, thanks to Pervasive," said the company president.

Future Steps

This company has achieved significant ROI using Pervasive. Pervasive Data Integrator has facilitated the company's diversification into Explanation of Benefits (EOB) and loan file processing markets. One operation can take paper-based EOBs and converts them to EDI (and can also handle banking transactions for customers). Another new product processes loan files for lenders from independent brokers. The automated process organizes the files, then images and data are returned for the lenders' underwriting systems. Processing transactions that formerly would take one to two days are now completed in just one hour.

"Pervasive integration has been a go-to solution for other healthcare and financial service institutions, and we are very excited to capitalize on their experience and integration capabilities to enhance new offerings to mortgage lenders and others," the company's president stated.

About Pervasive Software

Pervasive Software provides agile data integration software that speeds the flow of data between applications and between organizations. Our robust technology addresses SaaS, SOA and traditional integration modes and allows customers to re-use the same software for integration scenarios that span data warehouses, real-time application integration and data exchange with trading partners.

Contact Us

www.pervasivedataintegration.com
1-800-287-4383 (North America)
1-512-231-6000 (Main Office)
+32-22.90.53.91 (Europe)

For other international contacts, please visit
www.pervasive.com/company/contact/index.asp

CS0207B07

©2009 Pervasive Software Inc. All rights reserved. All Pervasive brand and product names are trademarks or registered trademarks of Pervasive Software Inc. in the United States and other countries. All other marks are the property of their respective owners.