

Digital healthcare platform delivers healthy business benefits

A leading U.S. healthcare technology provider teams with Quinnox to build an innovative relational health platform that reduces costs, creates efficiencies, and more.

Customer	Challenge	Solution	Results
<p>This company's digital solutions are used by leading healthcare systems to deliver personalized care for patients, aligned to clinical evidence and needs.</p>	<p>Building the platform involved a high degree of complexity, a tight timeline, a lack of resources, many open-source technology issues, and several other challenges.</p>	<p>Quinnox deployed an agile methodology and built a "Persuasion Engine" built on open source technology, powered with big data analytics for a responsive web solution.</p>	<p>The program goals were achieved at 20 percent less cost than estimated, with a 40 percent increase in transactions; over \$100 million in payment transaction costs saved.</p>

For more information, visit

<http://www.quinnox.com>

Building a persuasion engine to extend care through the digital channels

This company sought to build a wellness portal, they dubbed the "Persuasion Engine," to influence positive and health patient behavior, helping to achieve the primary business goal of reducing medical costs. The platform would be designed to impact everyday behavior by creating a highly personalized experience that included their unique health goals, lifestyle attributes and motivators.

In building the platform, the company needed to overcome challenges related to the total cost of ownership, scalability, and minimal hardware investments. System upgrades and enhancements would have to be considered, and the portal would have to address omni-channel functionality.

Adding to the challenges were a high degree of application complexity, an aggressive project schedule, minimal staff, legal and financial constraints, and a lack of testing. In addition, most of the technologies slated for use in the portal were open-source, so the typical documentation and product stability issues would have to be reconciled.



Solution aims to cut costs and realize business benefits by digitalizing healthcare

The company partnered with Quinnox in order to fulfill its Persuasion Engine digital platform vision. After a thorough assessment of the project challenges, current resources, and goals, the Quinnox team decided to use an agile methodology to cater to the company's requirements. In addition, a dedicated team worked closely with the company's leadership and IT group to plan and design a robust architecture in order to meet the ever-changing requirements of new releases.

At a high level, the Persuasion Engine was designed to integrate and leverage a healthcare system's digital and brand investments to help transform how they delivered health to their patients. From a business perspective, such a platform would have the potential to:

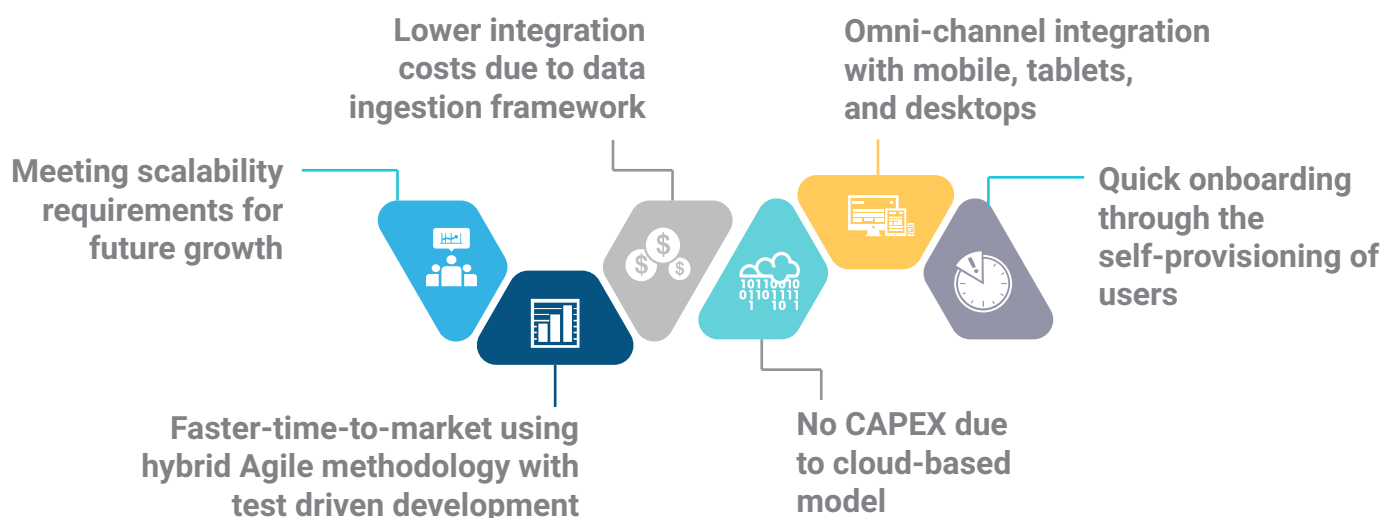


The Quinnox team got to work to help the company fulfill these business outcomes and more. The technology used with the solution leveraged cloud and big data to pull information and essentially digitalize the typical healthcare process. From profiling patients into different levels of motivation and ability, to monitoring specific ailments, behaviors, environmental factors, and medications, to creating real-time digital interactions between patient and healthcare provider, the Persuasion Engine was built to transform how healthcare was delivered.

Business outcomes: costs 20 percent under budget, over \$100 million saved (so far)

After a long-term engagement journey that included many notable performance and innovation benchmarks, the deployment of the Quinnox enterprise mobility solution had an immediate and lasting impact in addressing the retailer's many challenges.

There are other important results, milestones and achievements for this project, including:



With capabilities that provides a 360-degree view of patients' health and a single, unified sources of information using multiple stream of data to help digitalize healthcare, the Persuasion Engine project brings true business benefits to healthcare chains. As a testament to its value to both patients and the business, the initial target enrollment of 20,000 more than doubled to 45,000 within a few short months.

Financially, the biggest business impact was in payment processing where costly conflicts were reduced by 20 percent. With the use of this platform, processing time was also cut in half – from up to eight weeks down to four. This has resulted in a 70 percent reduction of transaction costs, elimination of fines, and faster payments – business benefits that have already resulted in over 100 million dollars in savings.



Benefits by the Numbers

20 percent under budget

40 percent increase in transactions

45K enrollment – more than double the target

More than **\$100** million savings



Quinnox is a Nimble and Agile Technology Driven Business Services Enablement Partner for Forward Thinking Enterprises. Our Customers Consider us their Most Relevant Partner for Driving Digital Business Value, Enabling Industry Platforms and Solutions, and Simplifying Business Processes. We Accelerate Success for our Customers with our Technology Consulting, Solution and Services.