Leading Health IT Provider Leverages Blueprint to Bring New Clients Online 50% Faster

This customer is a supplier of health information technology (HIT) solutions, services, devices, and hardware. Its products have been used in more than 28,000 facilities worldwide and has over 30,000 employees. The company is determined to make the healthcare industry safer and more efficient. The technology they create helps make clinical decisions and reduce medical errors.

Company Profile

Industry: Healthcare, Information Technology

Employees: 30,000+

Annual Revenue: $6 Billion

Customer Since: 2018

"Blueprint has enabled us to complete tasks faster, more reliably, and with fewer errors. We now have a central location to store validated data, making it easier to innovate and provide a better experience to our customers."

- Systems Engineer, Leading Supplier of HIT

The Challenge

The HIT provider is responsible for setting up electronic medical records for health care providers. To do this, teams would have to manually parse through a number of different applications and spreadsheets that are set up in different formats, and can even be on paper, making it error-prone, which leads to costly rework. Getting clients online was also inefficient, taking an average of 20 business days to get one client online. As a result, they began their automation journey.

They understood that in order to effectively scale their automation initiative, they needed a tool that could easily extract data from legacy software and documents from Excel, decompose that data into easy-to-understand models, and be optimized for automation.

The Solution

The HIT provider leveraged Blueprint's Enterprise Automation Suite in a pilot project to access critical information from Excel and test backlogs that were previously entirely inaccessible, giving them a complete current-state picture of their manual processes. Using the Process Modeler, they were then able to decompose those discovered processes and identify hundreds of RPA opportunities that they are automating to scale their RPA initiatives and get clients online in half the time without any errors.
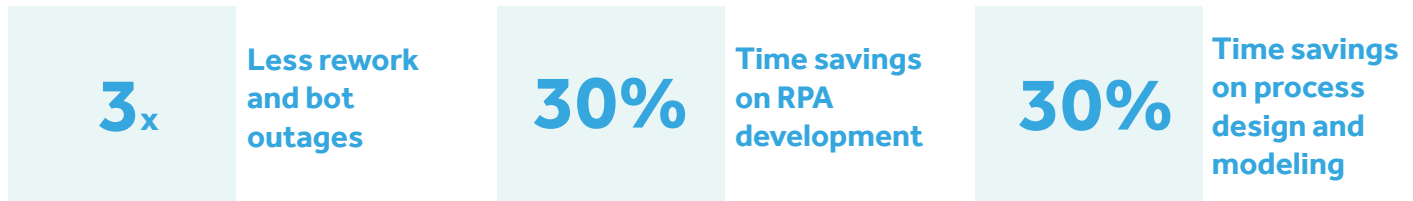
> "We deal with a lot of data - every patient probably has hundreds of interactions in their file. So reconciling this data, on our own, was a really huge task. With Blueprint, we've been able to gain end-to-end visibility and automate these processes more efficiently."
>
> - Systems Engineer, Leading Supplier of HIT

Key aspects of the Enterprise Automation Suite that drove automation success:

- **BlueDocs Document Importer** - During the discover phase, the HIT supplier used the document importer to digitize information from documents that are stored in a PDF format, in a Word doc, or an Excel spreadsheet, into a collaborative platform that enabled the automation team to gain a complete "current-state" understanding of which documents are used day-to-day and should be accounted for when modeling the bot
- **Test Script Mining** - The HIT supplier was bound to critical processes in legacy systems. The engineering team leveraged this capability to extract information, model the process, and fill in the gaps on any missing pieces.
- **Centralized Repository** - A single, unified source of truth for all stakeholders across the enterprise. The engineering team leveraged this to improve efficiency, enforce standards that teams had to follow, and enabled reuse.
- **Business Process Modeler** - The engineering team was able to capture, connect, design, and optimize business processes to be aligned with organizational strategy and automation objectives.

Benefits Achieved

3_x	Less rework and bot outages	30%	Time savings on RPA development	30%	Time savings on process design and modeling

The Results

By leveraging Blueprint's Enterprise Automation Suite, the HIT supplier is now able to get clients online in 10 business days because of the automations they have been able to scale with Blueprint. Rework from their onboarding functions has also seen a 3x decrease, reducing expensive operational costs and improving process quality to keep their customers and employees more engaged and happy.