

# Experience endless opportunities with **INFINIT-O**

Our vision is to help small and medium sized companies to grow and prosper by enabling them to experience the full benefits of partnering with an outsourcing company.

Our goal is to create long lasting partnerships with our clients; rendering a strong combination of business consultancy, process optimization, and outsourced services; all utilizing the latest technology to provide excellent value for our clients.

By building a great team with an outsourcing partner that understands your unique business needs, you can achieve the goals and vision you have for your company.

## Quick Facts

**Founded:** 2005

**Ownership:**  
100% privately held capital structure, no debt, profitable since year one

**Company Size:**  
700 team members & growing about 25% annually

**Operations:** 24 x 7 x 365

**Deep Domain Expertise:**

- Healthcare
- Finance & Accounting
- Technology
- Customer Experience
- Research & Data Management Solutions

## Teams we can build that perform:

### Healthcare

- Patient Registration
- Patient Eligibility & Authorization
- Transcription
- Coding
- Clinical Documentation Improvement (CDI)
- Claims Submission
- Payment Posting
- Denial Management
- A/R Follow Up
- Patient Collections
- Reporting / Analysis
- Patient Support Services



### Finance & Accounting

- Bookkeeping and Accounting
- Brokerage, Trade, and Position and Case Reconciliation
- Financial and Management Reports
- Mortgage Processing
- Risk Management



### Research, Data & Back Office Support

- Market Research
- Survey Design and Programming
- Data Collection
- Data Processing
- Data Analysis
- Digital Research and Social Media



### Customer Experience

- Inbound and Outbound Services
- Technical Support
- Social Media Customer Service



# Pillars of Success

We have developed a four-part operations capability framework centered on:

## PEOPLE

- Sourcing, testing & hiring for fit
- Onsite and remote work models
- Highly efficient onboarding
- 24/7/365 Operations experienced, global leadership
- Deep functional expertise
- Hands-on HR support
- Adaptive Learning Programs
- Retention Programs
- Wellness Program (Physical, Mental, Social, Financial)
- Highly engaged team members

## PROCESS

- Seamless implementation
- Client project management
- Performance guarantee via KPI
- Performance Management
- Transparent KPI reporting
- Net Promoter Score metrics
- BCP options
- Continuous improvement expectations
- Customized client governance
- Consulting: process optimization and automation
- Collaboration and communication tools
- Stringent remote work standards

## TECHNOLOGY

- 24/7 Global IT Support
- Workstation/computer/headset
- Multi platform expertise
- Technology agnostic
- Triple redundant internet access\*
- UPS and APS\*
- Training Facilities (& Virtual)
- Meeting Rooms

\* Office-based

## SECURITY

- Comprehensive security measures to protect data, hardware, networks, virus/malware, physical protections
- Remote management and continuous security awareness
- Globally recognized security certifications: ISO9001, ISO27001
- Adherence to privacy laws: GDPR, DPA2012, HIPAA compliance

# Key Benefits

<p><b>Cost Reduction</b></p> <p>Expect high quality &amp; productivity with a 70% saving on operational costs.</p>	<p><b>Scalability</b></p> <p>As your business demands shift, so can your Infnit-O team.</p>
<p><b>Access to Excellent Talent</b></p> <p>Our world-class "A+ Recruiting" process attracts world-class talent, with an industry-leading retention rate.</p>	<p><b>Operational Excellence</b></p> <p>Collaborative Service Level Agreement, metrics-intensive performance, and open communication.</p>
<p><b>Trusted Partnership</b></p> <p>Have confidence with our &gt;97% client retention rate and 72 NPS score. ISO 27001 and 9001 certified, GDPR, HIPAA and DPA2012-compliant</p>	

## Together, let's grow your business in 5 easy steps:

- 1 Talk to Us
- 2 Collaborate
- 3 Proposal Generation and Review
- 4 Comprehensive Onboarding
- 5 Partnership

*It usually takes 30-45 days from signing the contracts to live operations launch.*



Let's build a great, high-performing team specifically designed to meet your unique needs

start small  
exceed expectations  
think infinitely  
think **INFINIT-O**

## Contact Us

