



Application Practice - Quick Facts*

- 60,000 Applications professionals
- 12,300 Mainframe professionals
- 10,000+ Java & .NET professionals
- 9,200 ERP professionals
- 4,400 Testing professionals
- 6,100 Project Management professionals
- 1,100 Architects skilled in SOA
- More than 6,600 SAP professionals, 14 SAP COE's
- Providing end-to-end Application services in:
 - Transformation and Modernization Services (SOA/BPM)
 - Application Development Services (Portals, Integration, Testing)
 - Enterprise Applications (Oracle, SAP, Microsoft)
 - Application Management Services (24x7 support services)

G-PACE, a highly optimized, scalable global managed application delivery model for Healthcare Payers, helps reduce operational cost by over 30% while increasing service levels and freeing capital and internal resources for higher value work.

The downturn in economy, reducing memberships, increasing medical costs and regulatory mandates like ICD10 are putting a lot of pressure on payers to reduce operational costs and do more with less. On another hand to meet the continuous demand of business, IT needs more capital and resources to innovate and enable transformation. To balance the demand and supply, IT is constantly looking at ways to reduce application maintenance costs.

Traditionally, majority of the resources and costs are consumed in “keeping the lights on” kind of work. Teams are busy supporting applications with little time to innovate. Knowledge acquired over years of experience lies untapped for transformational initiatives. There is a strong need in payers to optimize the application portfolio, reduce the cost of managing applications and move knowledge resources and capital from low value work to high value work.

G-PACE, the MphasiS solution for Payers

MphasiS has been distinguishing itself in the field of Healthcare applications development and maintenance support for over 17 years. The ever evolving Healthcare domain is a primary revenue generator for MphasiS with 64% of total revenue from Application Business Unit and a major share of it coming from Healthcare Payer domain. The latest offering from MphasiS, G-PACE is a world-class business and technical solutions and support “centre of excellence” for Healthcare Payers around the globe. G-PACE helps reduce operational cost by over 30% while increasing service levels and freeing capital for innovation.

Steps to G-PACE

1	2	3	4
Data Collection	KT Preparation	KT Execution	Steady State
<ul style="list-style-type: none"> • Business Objectives • Business & Technical Requirements • Infrastructure Requirements • Review Assessment Results • Project Asset Creation • Create Knowledge Repository 	<ul style="list-style-type: none"> • Create KT Plan • Interview Discussion Schedules • Project & Process plan • Create Training Documents • Identify SMEs/Trainers • Obtain Sign-offs 	<ul style="list-style-type: none"> • Execute Training Plan • Maintain Training Log • Interviews/Discussions with Users/Customers • Shadow & Reverse Job Shadow • Readiness Test • Reviews and Sign-offs • Migration Checklist 	<ul style="list-style-type: none"> • Turnover to Delivery • Maintain Knowledge Repository • Capture Lessons Learned

Healthcare Experience and Capabilities*

- Largest provider of BPM services in the Healthcare and Managed Care markets
- Provides Healthcare solutions to Payer, Provider, Governmental, and Life Science communities
- Supports state and local Healthcare programs, state Medicaid programs and Commercial Payers

Claims Processing*

- Processes 1 out of 4 claims in the U.S.
- Manages 35% of Medicare and Medicaid claims
- Manages transactions for 20 million commercial members and 36 million government beneficiaries
- Processes 2.5 billion Healthcare claims, membership and other transactions annually

The engagement starts with creation of an application inventory, gathering information on the current service levels, technology and resource spread on application support services. The information collected helps prepare a draft business case to show ROI. The business case leads to a deep dive portfolio assessment that helps set the overall program goals and timelines, identify the transition plan and put together a proposal for transition to G-PACE. A gated multi milestone transition ensures a smooth transition to G-PACE, subsequently leading to year-over-year productivity and application rationalization for additional savings.

GETTING STARTED

- Step 1: Contact MphasiS Account Executive
- Step 2: G-PACE overview workshop
- Step 3: A 2 - 3 week application inventory and business case development
- Step 4: Kick off of the G-PACE program

Value Differentiators

A rapid application assessment framework with a robust transition methodology will ensure faster transition to the optimized managed services model. MphasiS' decades of payer knowledge base with deep hands on expertise and best practices across industries helps deliver customer centric service levels. The global model will ensure scalability and year-over-year productivity for ongoing savings. Our continued focus on preventive maintenance and application rationalization will ensure reduction of application support effort and costs.

Delivering Business Benefits

G-PACE brings a stack of best practices and saving levers that ensure more than 30% savings. Below diagram explains the G-PACE levers for cost optimization*.

G-PACE Levers	Savings
Labor Arbitrage	20 - 25%
Resource cross leverage	3 - 6%
Preventive maintenance	3 - 4%
Year over Year productivity	5 - 7%
Application rationalization	3 - 5%

* Ballpark saving potential

The qualitative benefits include:

- Internal resources freed for high value work
- Extended support coverage window – 24x7
- Cross trained resources – Low dependency on point people
- Better SLAs due to focused preventive maintenance
- Organization can focus on transformation and innovation
- A proven scalable model in other industries adapted to Healthcare

About MphasiS

MphasiS is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 34,000 people, MphasiS services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit www.mphasis.com.

*Includes HP Enterprise Services capabilities

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