Diagnostic Report

Is your Organization Healthy?

Do your business processes and IT structure work to achieve your organization's vision?

CIO*Metrics* will perform a *pro bono* business systems analysis that results in a Diagnostic Report with recommendations that address process, people and supporting technology. Together we will:

Examine IT infrastructure	Determine existing problems	Review data handling, security
Evaluate compliance risks	Identify existing capabilities	Check for areas of improvement

Goals

Leverage your technology and processes to achieve your goals.

- Optimize business processes
- Identify new technology initiatives
- Identify resource skill sets and readiness
- Identify security awareness

- Analyze IT strategy impact on business operations
- Reduce operations complexity and improve performance
- Building and sustaining competitive advantage via IT
- Determines risks related to assets and controls

CIOMetrics — Your Tomorrow Today — **Diagnostic Report**

Summary
CIO*Metrics* was invited by the Company to study their existing applications, their business processes and the gaps in the existing processes which hamper the productivity of the Company's employee productivity. In the process of study & analysis of the business of claims management by the Company, the CIO*Metrics* team met various stakeholders to understand their day to day processes. Specific pain points were explained by the stakeholders. A detailed approach paper was shared with the Company management to achieve the vision in two steps of short term and long terms goals.

Assessment of Pain Points Across Various Business Processes
1. Inadequate facility to store important policy / claim information such as one or many programs by the rate year, one or many contacts for an employer & facility for internal notes.
2. Non-availability of check lists OR standard operating procedure for claims data verification or automatically trigger escalations.
3. Many manual trackers managed by users to manage day to day operations.
4. Manually create reports as per information from various source including the company website.
5. Manually add claims in case management system for information which is already available in

Method

Method is key. We use a practical methodology using processes, tools and templates to identify key challenges. We:

- Create relevant checklists and questions with the management team, reviewing them together when completed
- Determine gaps between your norms/standards and current state and solutions to address the gaps
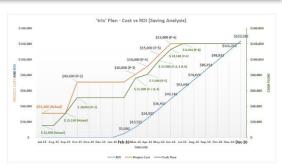
Results and Recommendations

We supply proactive steps to understand the health status of the organization. Common recommendations include:

- Connect current software via Middleware
- Updated data confidentiality, integrity policies

- Ability to automatically trigger escalations
- Small, custom application development

- Process outsourcing opportunities
- Updated security policies

ROI

Using the Diagnostic Report findings CIOMetrics can provide a profit-increasing ROI Full Analysis and if desired, a complete end-to-end solution at a fixed price.

- Full Analysis – Expanding on the Diagnostic Report Findings
- Solution Design and Development – complete solution
- Implementation and Evaluation - implement, monitor, evaluate

'trix' Plan - Cost vs ROI (Saving Analysis)

Contact us now for a quick demonstration!

Phone: (513) 486-6323 or 513-IT-ONE-2-3   **Email: ciometrics@ciometricsllc.com**