

E-Transformation of Health Regulatory Services for Improved Efficiency & UX

Industry: Public Sector - Healthcare
Size & Revenue: 8000+ | \$8.5 bn (approx.)



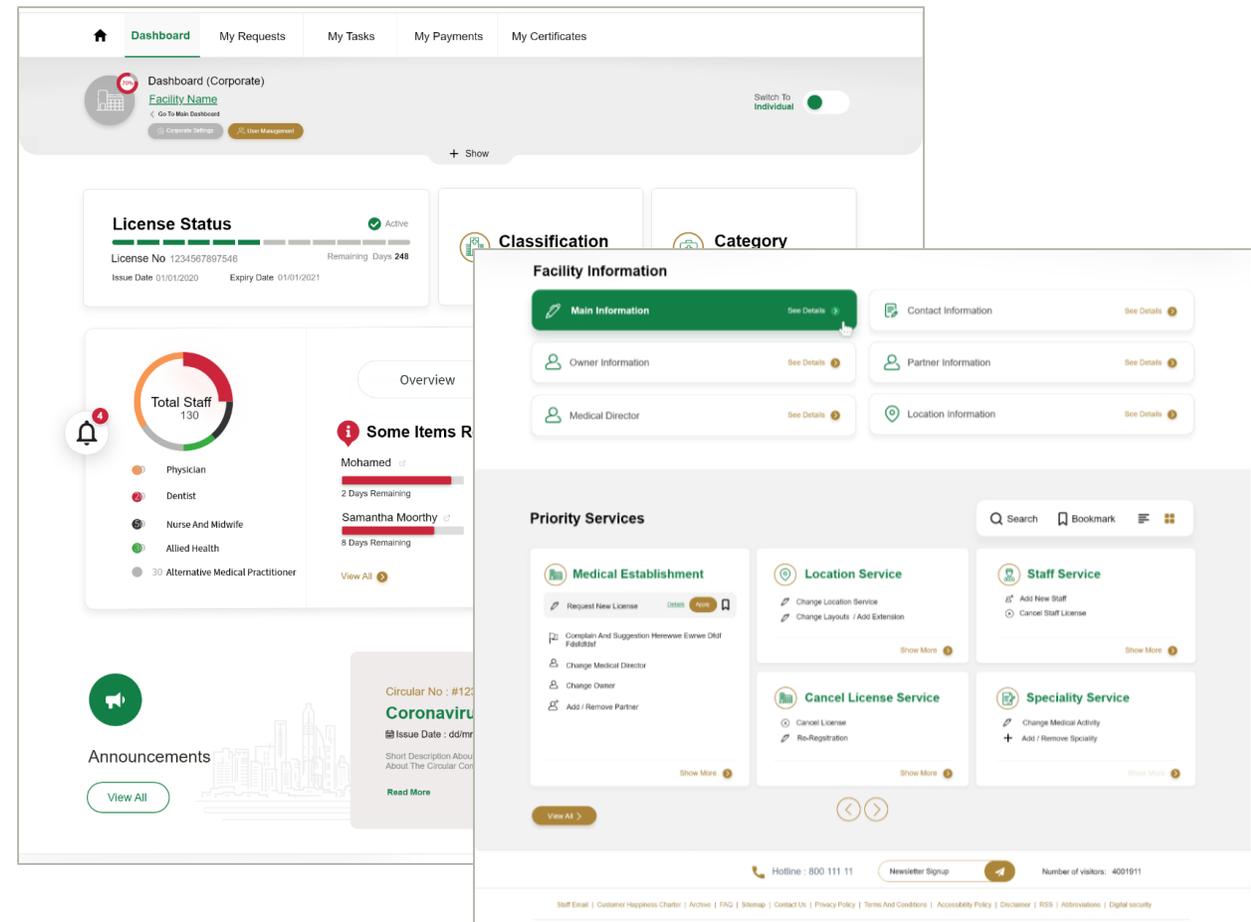
Business Problem

Immediate attention was required to enhance service delivery amidst various challenges: improving user experience, expediting process turnaround times, ensuring e-Services Portal standards compliance, managing diverse data migration source systems, and establishing consistent integration approaches. Addressing these complexities was crucial for meeting healthcare stakeholders' needs and enhancing service effectiveness.

How Intertec Helped

The client achieved significant transformations across its e-services ecosystem, benefiting employees, healthcare providers, medical professionals, government entities, and citizens through this e-transformation project. The overall solution included:

- Re-engineering of 60+ business processes for enhanced operational efficiency and effectiveness.
- Customer journey optimization to ensure a user-friendly experience, aligned with TRA & PMO guidelines.
- Implementation of Licensing and Evaluation for healthcare providers and professionals.
- Implementation of digital services such as Treatment Abroad, expanding the service offerings, and catering to resident needs.
- Orchestrating ~10 integrations to streamline communication and data exchange between systems.
- Implementation of Field Inspection App to ensure adherence to regulatory standards and enhanced governance.



- Automation of various business processes to reduce manual effort and improve productivity.
- Seamless data migration from legacy systems, ensuring data integrity and continuity.
- Improved operational efficiency by standardizing SLA tracking and enforcement.
- Streamlined revenue collection by implementing robust fee and fine collection functionality, thereby increasing revenues.

Business Outcomes Delivered

With Intertec's help, the client was able to realize:

- Improved user experience for citizens and employees thereby leading to improved ranking on the Global Rating System for Services.
- Reduced process turnaround time significantly for end users.
- Simplified customer journey on the e-Services Portal in line with TRA & PMO Guidelines.
- Significant improvement in workforce efficiency with re-engineering and automation.
- Enhanced visibility on KPI & Performance.

