Automation of Schemes and Claims Process

Business Context

The Client is a Pharmaceutical Organization that is a market leader in nutrition products. The company has an extensive on-the-ground sales process. There are different type of schemes rolled out to their customer to enhance their sales.

Challenges faced

The major challenges the client faced

1. Tracking of schemes and the validity period
2. Challenges to verify if right claim is made against the Right scheme
3. Pulling up and reffering to the required documentation before approving the claim.
4. Difficulty in giving visibility on claims settlement status

Our Solution

We have implemented end-to-end solution which involved understanding the process, challenges, designing the solution and implementing the same

Brief approach for the solution

1. Sales leader and HO admin can define the schemes for different product and teams
2. The sales team can also get quick understanding of schemes
3. The sales team, each individual, can submit the right claim for approval
4. Sales team can attach the invoices and computation of claims as required
5. Well defined multi level workflow for the claim approval.
6. Interface with ERP to get update on settlement status

Benefits from our Solution

1. Better Data Access

2. Better Data Integrity

3. Less paper work

4. Fewer operational costs

5. Completeness of process

6. Audit Trail

7. Visibility to the customer

8. Identification of Duplicitous Claims

9. Quick Turn around time

10. Improvement in Sales Force Productivity

11. Reduction in Cost