MANAGED OPERATIONS FOR FACETS-BASED SYSTEMS

Infosys' Active Service Model (ASM) for Facets is a comprehensive and holistic managed operations offering that provides reactive and proactive support for IT applications across core and custom applications.

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Overview

Health plans and payers are fraught with challenges such as:

- Delayed responses and high turnaround time for service requests

- Nonalignment of Business with IT systems and processes

- Gap between business priority vs. delivery schedule

- Lack of sustainable model to ensure consistency, uniformity, and performance of processes

In the age of agile development and continuous delivery, business expects faster responses for enhancements, upgrades, and problem resolutions – IT does not have the luxury of time to focus exclusively on core business and deliver requirements with greater value and efficiency.

Infosys Active Service Model (ASM) is a comprehensive and holistic Managed operations service offering that provides reactive and proactive support for your IT applications for both Facets core and custom applications. With process aligned to ITIL V3 the model minimizes operational costs and improves cycle time. The model features an executive dashboard for continuous monitoring, incident closure automation, and an integrated suite for Knowledge management. Process consistency, business alignment, and customer satisfaction are the key drivers for the Infosys Managed service offerings for Facets.
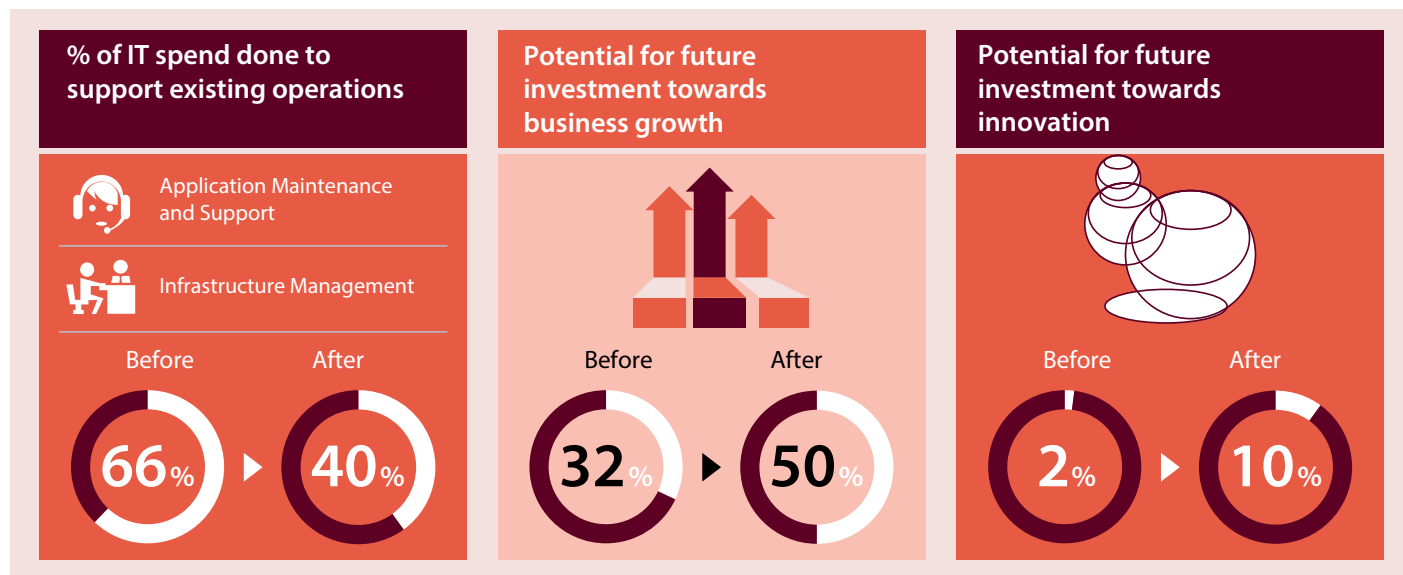
Services offered under Managed Operations

Consulting

- Facets & Surround System Evaluation
- Facets Business and System Assessment
- Migration and Consolidation Strategy
- Business Process Management
- Process Re-engineering
- Change and Transition Management

Facets Upgrade

- Technical Upgrades
- Facets Patch Management
- Upgrade Strategy and Planning
- Business Fitment Evaluation of Upgrade
- Upgrade Validation and Verification
- Custom solution and Impact verification

Managed Operations

- Database Administration
- Operational Support: L1, L2, L3, Helpdesk
- Support Ticket Analysis
- Facets Batch Monitoring and Management
- Infrastructure Monitoring and Management
- Preventive and Adaptive Maintenance
- Knowledge Management

Infosys Automation Platform enables robotic automation of IT service management

End-to-end automation using virtual robots

- Improves throughput & response time
- Improves quality of resolution
- Improves efficiency

Learn and replicate support process

- Observes and learns from manual resolution process
- Captures knowledge
- Reduces SME / human dependency

Continuous service management improvement

- Continuous improvement methodology
- Adapts to changes

Potential Savings from automation

% of IT spend done to support existing operations

Application Maintenance and Support

Infrastructure Management

Before **66**% ▶ After **40**%

Potential for future investment towards business growth

Before **32**% ▶ After **50**%

Potential for future investment towards innovation

Before **2**% ▶ After **10**%

F360 – Future-proof Knowledge Management platform for Facets for process efficiency and continuous improvement

Infosys F360 platform offers a range of solutions focused on addressing Managed services in Healthcare

Process Efficiency

OneSearch
Integrates key IS systems like: JIRA, ServiceNow and ALM to provide one view into multiple knowledge repositories

VirtualAgent
Eliminates often repeated manual process steps and automates ticket closure

QueryBOT
Simplifies entity search across Facets through multi-panel BOT system and provides unified view of information

Continuous Improvement

Radiance
Classifies and presents knowledge artifacts based on taxonomy. Provides a Dashboard portal for document mgmt., submission, and review

BigCircle
Facilitates eLearning and helps in competency evaluation through assessments and assignments

Kite
Fosters Knowledge Sharing and assists in collaboration of information through community formation, mass mailers, and access to SMEs

For more information, contact askus@infosys.com

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