



TAB

TAB BPO

{Business Process Outsourcing}

Services

*Are your business processes as
efficient as they can be?*

*Are you considering outsourcing
portions of your operations?*

TAB can help.

TAB BPO SERVICES

Leading organizations are outsourcing their business processes for a number of reasons, including:

Process Excellence and Expertise: Because TAB has chosen to make your non-core processes our core competency, we are able to invest in the resources necessary to achieve highly predictable outcomes and scalable deliverables, all within a highly secure and redundant environment. The end result includes quality gains, process acceleration, rich reporting and cost savings, all of which lead to compliance, greater customer satisfaction and a stronger bottom line!

Innovation: Working with TAB gives your organization access to knowledge workers and process and technology resources that allow you to stay current in terms of knowledge and technology without the high training and capital costs. We stay up-to-date on best business practices and innovations in order to continuously improve your processes.

Revenue Generation: When an organization is able to leverage BPO to improve factors like overall quality, efficiency and turnaround time, this means they can increase customer satisfaction, perform better in current markets and deliver faster in new markets, which ultimately drives top-line growth.

Increased Business Focus: When an organization turns to an outside provider to handle mundane, time-consuming “back office” processes, it allows them to focus time and talent on the core of their business.

Capital Availability: Outsourcing converts fixed costs into variable costs, freeing capital for investment in your organization. And by outsourcing functions such as AP, business can also improve their working capital picture by quickly collecting payments and paying invoices on time, thus reducing penalty payments.

Cost Reduction: Reduced costs – labor costs in particular – are one of the most common drivers for outsourcing. BPO providers must continually invest in their core processes and are therefore able to provide these services far more efficiently and with less labor, resulting in lower costs for your organization.

TAB’s Business Process Fundamentals

The foundation of every program we create for our customers is a deep understanding of the client’s business processes.

We start by developing an understanding of a client’s strengths and weaknesses and then address the process picture with the appropriate services, technologies and strategic partnership recommendations (if necessary). This approach allows our clients to leverage our knowledge workers and proven processes to realize the efficiencies and cost savings they are looking for, freeing them to concentrate on their core business.

Powered by TAB FusionRMS

TAB’s BPO technology offering is powered by FusionRMS. FusionRMS provides organizations secure, anytime/anywhere access to the documents, data and business insights they need to create meaningful business process improvements, outperform their competitors and better serve their customers. FusionRMS offers powerful workflow and integration capabilities to ensure all business units within the enterprise can enjoy the benefits of a paperless work environment.

WHAT WE DO

Our **Operations Management Services** include:

- Business Process Outsourcing
 - AP Processing (incl. Lockbox Services)
 - Mail Room Services
 - Data Conversion
 - File Room Management & Outsourcing
- Knowledge Process Outsourcing & Decision Analytics
 - Claim Adjudication
 - Exception Processing
 - Finance & Administration Services
 - Human Resources Support

Our **Records Management Services** include:

- Document Management
 - Analytics
 - Document Storage
 - Security/Version Control
 - Shared Drive Management
- Retention Management
 - Record Classification
 - Outsource File Management
- Document Processing/Workflow
 - TAB FusionRMS

WHO WE DO IT FOR

Property and Casualty

Leading insurers are increasingly outsourcing business processes to help them streamline and simplify their operations. And it isn't just about cost containment and management; it is also about staying current with available technology. TAB can help you free up budget and stay agile by taking over the mailroom function, claims processing, imaging existing records and transitioning to an electronic environment.

Healthcare

For both payers and providers, recent healthcare reforms have created an environment of uncertainty and complexity that our BPO solutions can help alleviate.

Payer: Most healthcare organizations struggle with myriad issues including claims workflow, backlogs and adjudication, paper volume, customer retention, as well as compliance and fraud issues all set against a backdrop of insufficient resources and increasing cost.

TAB BPO offers solutions to help, including:

- Claims Processing / Adjudication
- Full CRM Suite
- Provider & Member Data Management
- Compliance
- Contract Management

Provider: One of the single biggest challenges facing healthcare providers today is transitioning to Electronic Medical Records systems. From scanning existing records to entering the correct data, most organizations simply don't have the resources to facilitate a smooth and efficient transition.

TAB offers a range of services that can help you quickly and cost effectively move to an EMR system:

- Backfile & Day-forward scanning of patient charts and EOBs
- Abstraction of clinical data directly into your EMR system
- Document and imaging workflow design
- Imaging indexing
- EMR platform conversion

Energy

The energy sector has always been fiercely competitive, and in today's highly regulated environment, organizations must ensure their information is accessible, accurate and compliant. For this reason, many leading energy companies are turning to outside providers to help manage their information and processes.

At TAB, we have decades of experience with energy organizations. You can fully outsource your entire active record function to us and we'll do it all, including:

- Client retrievals
- File creation, scanning and security
- Interfiling
- Acquisition and divestiture activity

TAB can also help your organization with:

- Management of record rooms (active & inactive)
- Energy records imaging and conversions

Pharmaceutical

Leading life-sciences companies understand that BPO has a key role to play in helping an increasingly regulated and competitive industry become more effective in addressing today's challenges. These challenges include market and regulatory pressure to lower prices, the ever-increasing cost of discovering and bringing a product to market, the constant threat of litigation in terms of consumer liability and intellectual property, and the shift away from chemistry to genetics as a basis for therapy.

TAB BPO Services supports leading companies in solving these challenges by improve their processes to achieve high performance in key information management areas such as:

- Research & Development
- Mergers and Acquisitions
- Pharma Co-Vigilance
- Maintenance Records

Talk to TAB

TAB's BPO and Records Management offerings fuse our existing strengths with strategic partnerships – both onshore and offshore – to create solutions for our customer's evolving document management needs. Our services help organizations save costs, operate more efficiently and maintain compliance. In highly competitive industries, outsourcing non-strategic processes can mean the difference between setting the pace and falling behind. To find out how TAB can give your organization a competitive edge, please get in touch.

CONTACT ONE OF OUR REPRESENTATIVES TODAY.

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