![Mphasis — The Next Applied]

Noah

Power Platform-Based BPM Tool for Operational Efficiency

Challenges Plaguing Modern-Day Operations Teams

DATA SECURITY & COMPLIANCE
Operations teams are responsible for data security and ensuring agents follow guidelines to avoid any legal issues.

ADHERENCE TO SLA
Sporadic volumes can overwhelm agents and lead to long wait times for end customers. This can result in frazzled agents and frustrated customers.

QUALITY ASSURANCE & MONITORING
Every agent is different. This can result in variations in service levels – some for the better and others for the worse – and a disjointed CX.

MEASURING PERFORMANCE EFFECTIVELY
Operations teams gather a lot of data, which can be used to measure performance. But if you're inundated with a lot of data, where should you start?
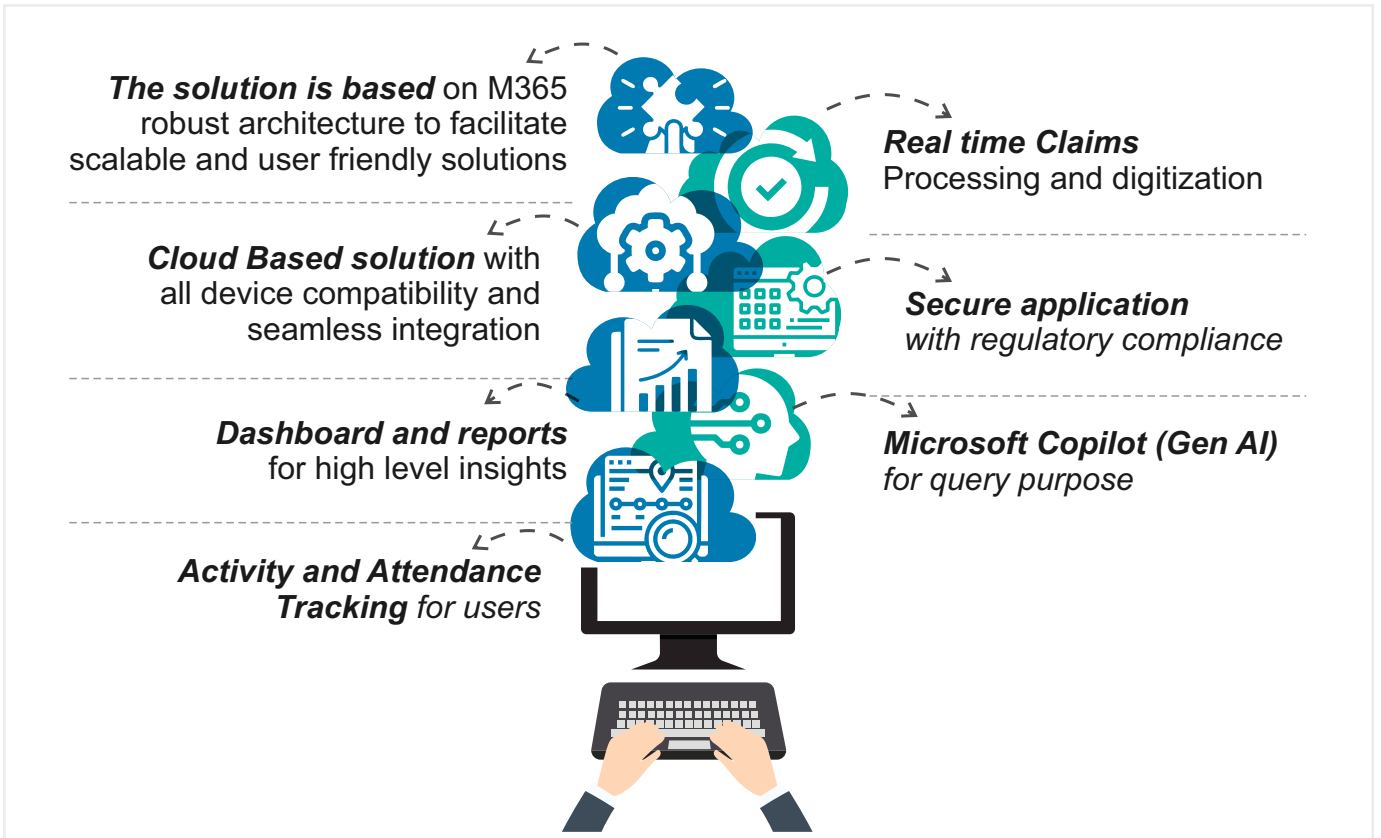
POLICY AND CLAIMS TRACKING
Operations teams face lot of hurdles with legacy applications to track cases which can lead to issues in process streamlining.
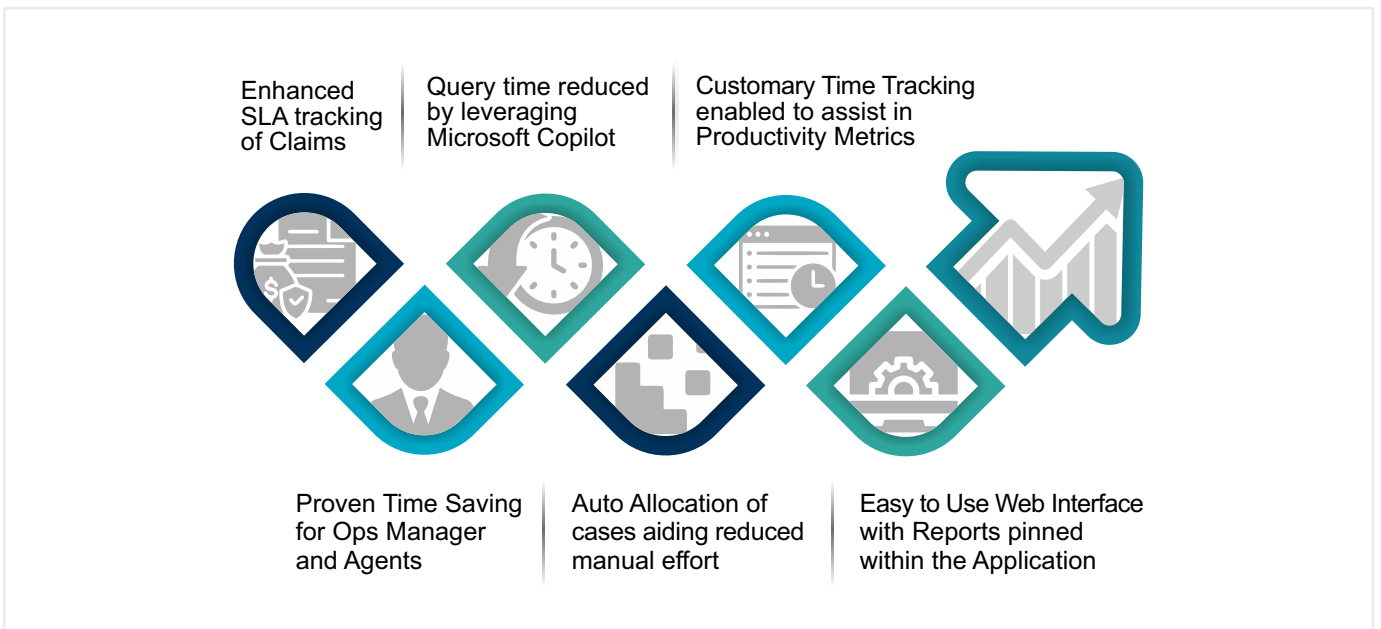
Introducing Noah

Noah is a Microsoft Power Platform-based solution with key BPM features to meet the operational requirements of most of the Operations Teams.

In addition to effort savings, Noah enables Operations Team to better adhere to SLAs and establish compliance with real-time reporting and audit.
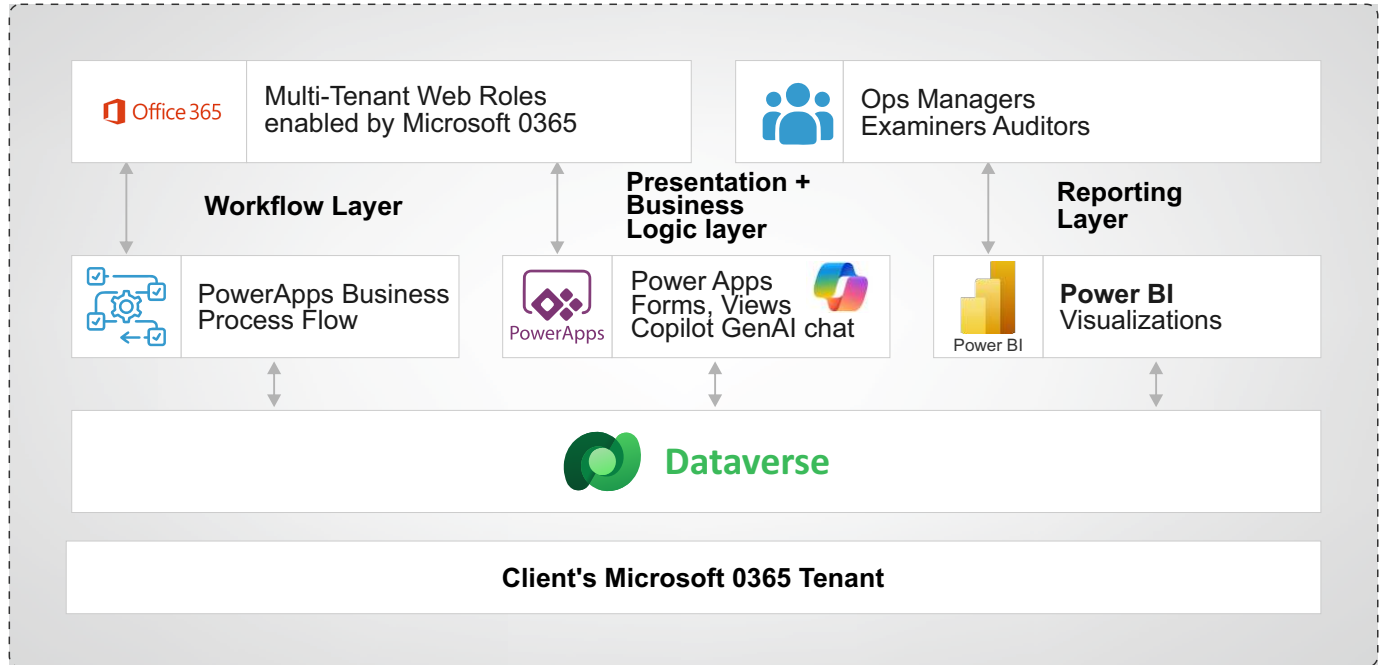
Features

The solution is based on M365 robust architecture to facilitate scalable and user friendly solutions

Cloud Based solution with all device compatibility and seamless integration

Dashboard and reports for high level insights

Activity and Attendance Tracking for users

Real time Claims Processing and digitization

Secure application with regulatory compliance

Microsoft Copilot (Gen AI) for query purpose

Benefits

Enhanced SLA tracking of Claims

Query time reduced by leveraging Microsoft Copilot

Customary Time Tracking enabled to assist in Productivity Metrics

Proven Time Saving for Ops Manager and Agents

Auto Allocation of cases aiding reduced manual effort

Easy to Use Web Interface with Reports pinned within the Application

Noah Solution Architecture

Noah is a web-based app utilizing Microsoft 365 services like PowerApps Model driven Apps to provide a robust platform for developing and managing secured apps. PowerAutomate streamlines business process flows and PowerBI for Visualization enables users to gain insights through reports and dashboards. This cohesive approach enhances productivity, facilitates data driven decision making and ensures a scalable solution.

Conventional BPM Vs Noah

While the leading BPM platforms have a high TCO, only a fraction of their functionalities are applicable to most of the Operations Teams' requirements. Noah presents features that fully empower the Operations Teams, all at a lower TCO.
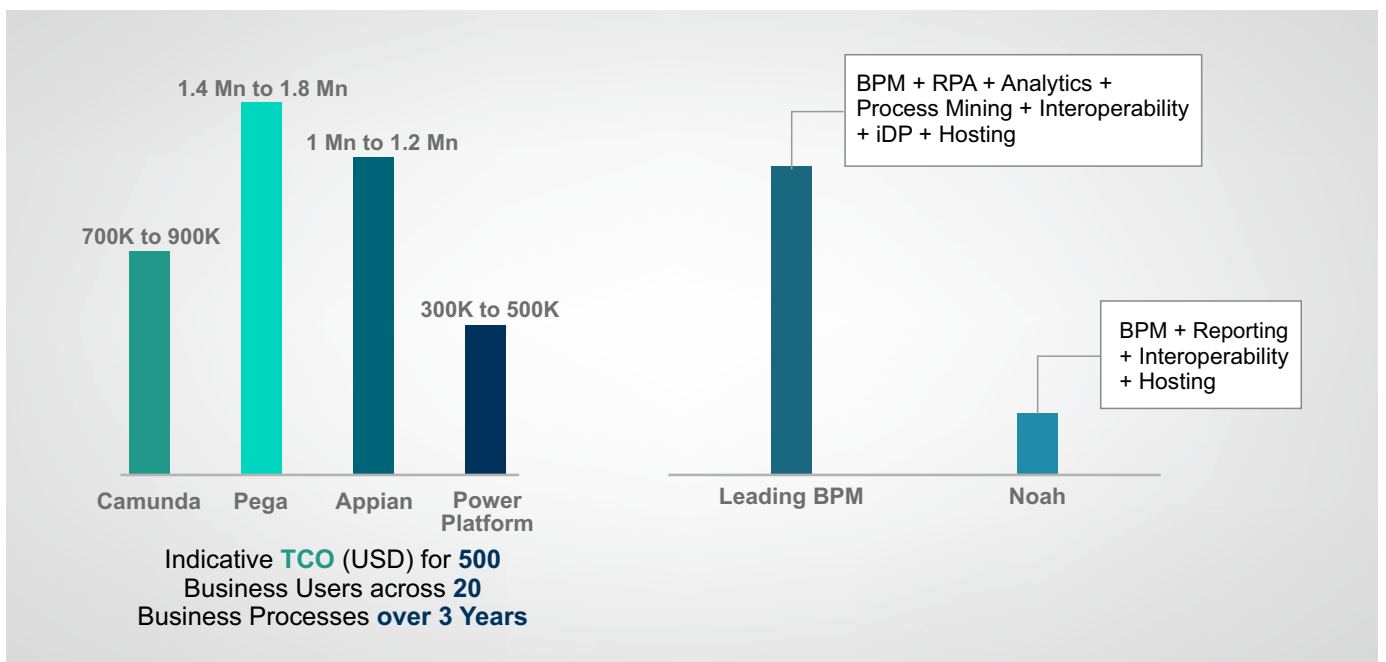
Use Case

Healthcare Giant reduced manual process and automated the entire process structure

Noah was introduced for healthcare claims processing to a client that was still dependent on legacy systems. By leveraging the capabilities of the Power Platform Suite, Noah significantly enhanced the user experience in claims processing. The introduction of cloud flows, automated case assignment, while Power BI provided enhanced reporting, offering a clear view of the entire process. Consequently, the workflow for both the operations team and managers was streamlined efficiently with Noah.

About Mphasis

Mphasis' purpose is to be the "Driver in the Driverless Car" for Global Enterprises by applying next-generation design, architecture and engineering services, to deliver scalable and sustainable software and technology solutions. Customer centricity is foundational to Mphasis, and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2_{TM}$ = 1) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with an integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients.

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