

Implementation Methodology

An integrated approach

Tela's implementation methodology is based on the experience of successfully migrating more than 57 Healthcare remote and onsite processes to date.

This proven service transition platform, illustrated below, is designed to **ensure process integrity** and **minimize inherent migration risks**. A proven project management system captures critical client documentation and incorporates an extensive knowledge base that assists the transition team in understanding, duplicating and migrating mission critical business processes.

Service delivery occurs through four integrated migration phases:

Pre-analysis

The first phase, Pre-Analysis, helps identify and prioritize processes to be migrated. The transition team from Tela works with you to determine the sequence of migration, based on resource availability, de-culpability and risks associated with the process.

Analysis

Analysis is a critical step and the transition team must have cross-functional skills to make it a success. During this phase, two cross functional resources from Tela who are experts in process transition and migration methodology, operations, technology, training, quality and mapping of HR requirements works with your project team to familiarize themselves with the existing process and the packages used.

Transition

The Transition Phase focuses on implementing the analysis blueprint. During this phase, cross-functional transition resources from Tela would work with your representatives on-site at your location and off-site at our facility to ensure that the high-level Analysis Plan is drilled down to provide a detailed Operating Plan.

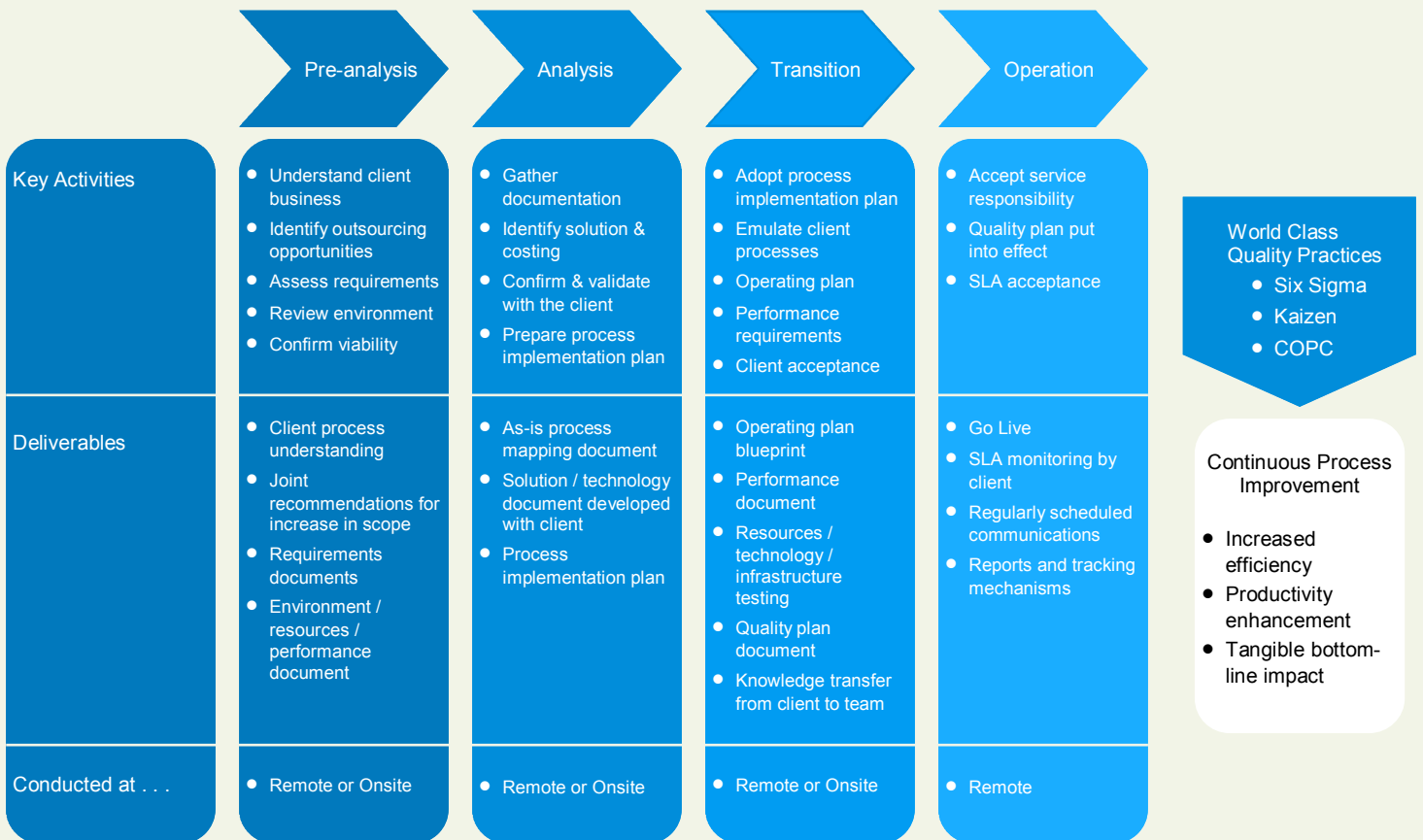
Operation

On completion of the Transition phase, with the migrated process operating as specified, the operations group accepts the project and assumes performance accountability. A regular feedback and communication mechanism is set up for reviewing operations performance with key client managers through conference calls, meetings and formal reviews.

A robust tracking mechanism is established to collect appropriate data, validate assumptions (e.g., system response times), and to continually improve performance of SLA metrics and improve process capability, maturity and efficiency.

Result

Tela's experience and demonstrated capability to execute a transition process quickly results in a shorter implementation period and enhanced ongoing support. Historically, Tela has met SLAs from day one and has ramped up to practically 100% accuracy on statistical, procedural and financial metrics within 90 days of the 'Go-Live' date.



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