

Real-time Analytics for Business Intelligence



Leveraging Business Intelligence for Better Decision-Making

The transition to outcomes-based contracting in government health programs has created the need to take an end-to-end view of program operations and deliver information on the effectiveness of processes in real-time. Using DecisionPoint™ for Business Intelligence (BI), MAXIMUS combines Business Process Management (BPM) with real-time predictive analytics to deliver the right information, to the right people, at the right time. By leveraging its BPM capabilities, DecisionPoint for BI can analyze significant amounts of data and immediately inform your business operations so they can take action.

DecisionPoint for BI provides you with direct access to this information through intuitive dashboards, which can be accessed via the Web or mobile devices. This allows you to have clear visibility into day-to-day operations so you have easy access to the best information for making key business decisions.

Correlating Business Events to Their Processes

DecisionPoint for BI provides real-time alerts of unexpected outcomes, which can reveal opportunities, threats and inefficiencies within an operational process. If call volumes are exceeding the hourly forecast by a measurable amount, DecisionPoint BI delivers alerts to make staff adjustments in the call centers to handle the influx.

DecisionPoint for BI helps clients:

- Implement a process-centric business intelligence strategy with real-time information to detect unusual processing circumstances, so appropriate action is taken immediately instead of at the end of a day or week when traditional reports might arrive
- Achieve complete transparency into a current operation's performance through computers, mobile devices and tablets
- Run real-world "what-if" scenarios so managers easily understand how changes, such as increased processing times, positively affect performance

Driving Both Efficiency and Cost-effectiveness

DecisionPoint for BI not only makes operations more efficient, but also generates cost savings, such as creating a significant reduction in workload by exposing duplicate work tasks being performed. DecisionPoint for BI also enables you to balance cost, revenue and customer satisfaction by presenting real-time data on both the quality of the customer experience and the efficient use of staffing. In addition, you can manage seasonally variable demand through predictive analytics, enabling you to maintain high levels of productivity and plan for future growth.

Success in Action

The Texas Enrollment Broker Project uses DecisionPoint for BI to monitor its business processes, utilizing a single-view dashboard, 40 reports, and five alerts to notify them of enrollment and eligibility messages in pending Time status, post-process status and CHIP cases needing eligibility reviews. The alerts are sent to the systems and business analysis teams who are able to respond quickly to fix these cases, leading to decreased resolution times for their beneficiaries.

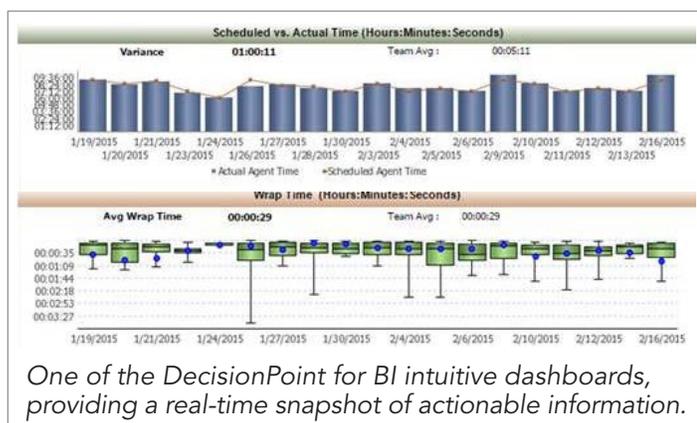
DecisionPoint provides states with actionable information to make better, more accurate and consistent program decisions faster.

DecisionPoint for BI also creates efficiencies by increasing visibility into processes by capturing an end-to-end view of an operation. For application processing, it allows you to immediately determine where an application is within the overall process, enabling call center staff to provide better information for customers on their status. DecisionPoint for BI's process auditing capabilities also allow staff to track and view the progress of a process from multiple source systems through one consolidated view. For example, operators and clients are able to view the relationship between average speed to answer calls and staff availability from the Workforce Management System. This saves management's time and allows the client to reallocate that time to other priorities.

Operational Impacts

Requiring vendors to employ internal data analytic tools like DecisionPoint for BI helps answer questions such as:

- Are you managing to your daily targets? How big is your risk based on the performance of the past few hours?
- Is your workforce properly staffed today? Based on volume and staff availability, which time of day is most critical and needs to be managed closely?
- If you have a few lower-performance days, can you still meet your Key Performance Requirements for this planning horizon? What is the minimum performance target you must achieve for the next few days?



One Focus, One Source

MAXIMUS has maintained a single focus on government service since 1975. It is our sole purpose, and we are passionate about being the premier provider in our field. We combine 40 years of health and human services program experience with innovative thinking and a caring attitude of partnership and shared goals. We invite you to contact MAXIMUS to discuss how our comprehensive range of health and human services capabilities can support your needs.

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