



Dear Partners,

Since the advent of the first call center in the late 70s, technological advancements have continued to shape the industry. Dubbed as the Fourth Industrial Revolution by thought leaders, Artificial Intelligence (AI) is slowly but surely making its way into the realm of present day BPM industry offerings. Modern healthcare has experienced sizeable impact through digitization of pen and paper-based operations and processes that currently slow down service delivery. Moreover, AI is transforming healthcare with its precision medicine approach, preventive care and effective disease management.

Intelenet's value proposition of TAP™ coupled with an ever-increasing focus on providing intelligent AI platforms to strike a balance between medical necessity and cost effectiveness has led to cutting edge solutions including Radius™ and iOptify.

Radius™ creates a robust staffing model which allocates nurses to visit patients at their home, resulting in the level of care being tailored to each patient's specific needs and boosting patient satisfaction.

iOptify applies natural language processing and machine learning to automate the coding process for classifying patient records as per International Classification of Diseases (ICD) – one of the most complex transactions in healthcare revenue cycle management.

A 20% increase in nurse utilization and 70% saving on resource scheduling costs through Radius™, and a 25% reduction in cost of coding via iOptify are just some of the client benefits delivered so far. With Intelenet rapidly moving towards establishing an AI practice, we are laser-focused in helping our clients leverage maximum artificial intelligence firepower to significantly improve their operations and create new growth opportunities for their business.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

INDUSTRY ALERT

“Unlike what many people believe, AI cannot replace doctors and surgeons. AI can instead help provide an operational environment so that the world-class healthcare practitioners can give their best. Though it may sound unexciting compared to all the excitement that AI can enable, it helps provide a better operational environment and reduces the cost of healthcare services.

With an increasing adoption of AI in the healthcare industry, both doctors and hospitals will experience a number of benefits. AI can take care of issues that require standard procedures and help free up time of healthcare professionals to focus on more critical, complex and unique issues. Reduced medical errors, more consultation time for doctors, easy healthcare delivery and better utilization of healthcare practitioners' time – well, the expectations are many and will be fulfilled in the next couple of years.”

Source: *The Medical Futurist*

Wins

- F&A, IT and Customer Care Services for a Leading Global Healthcare Major
- Integrated Back Office Services for a Global Consumer Credit Reporting Agency
- Contract Loading Support Services for a Leading European Luxury Travel & Hospitality Company
- F&A Services for a Multinational Telecommunications Corporation
- Order Management Services for a Leading Pharmaceutical Enterprise
- Insurance Sales Services for a Leading Banking & Financial Services Company
- F&A Services for an Integrated Travel and Financial Services Player

MONTHLY HIGHLIGHTS



INTELENET GLOBAL SERVICES WINS AWARD FOR 'OUTSOURCING INNOVATION OF THE YEAR'



Intelenet has won the award for 'Outsourcing Innovation of the year' at Asia Outsourcing Awards 2016-17 for deployment of the innovative tool Radius™.

The awards were presented in association with BBC Knowledge. Delivering value for our clients and their end customers is paramount and we are proud to have developed an award-winning solution that has helped our clients in the healthcare sector.



INTELENET GLOBAL SERVICES CEO BHUPENDER SINGH'S ARTICLE FEATURED IN AI BUSINESS



Intelenet's CEO Bhupender Singh has been featured in AI Business for his insights in Artificial Intelligence as a catalyst for improved healthcare. These include how AI tools are starting to empower health providers to improve the delivery of their services, more promptly diagnosing and ultimately better treating their patients.

Intelenet has been developing AI solutions like Radius™ and iOptify that are proving to be valuable assets to healthcare in their ability to help tackle pressures to manage a lack of resources. These tools allow for more patient-centric healthcare and an improved utilization of medical staff, both of which improve quality of care and heighten patient satisfaction.



INTELENET GLOBAL SERVICES WINS 'GLOBAL TALENT ACQUISITION (BEST IN CLASS) AWARD'



Intelenet Global Services has won the Global Talent Acquisition (Best in Class) Award for 'Best use of Technology for Recruitment'. Intelenet has been recognized for deploying innovative recruitment programs. These awards are respected as the benchmark within the recruitment industry and this prestigious honor recognizes the best recruitment practices by organizations.