



24x7 Ops, Inc. is a Business Process Outsourcing (BPO) company with deep domain expertise supported by superior technology. Based in Piscataway, NJ, we specialize in Auditing (Insurance, Healthcare and Telecom), Underwriting, Claims, Loss Control and Producer Licensing Services.



Powered by a combination of domain expertise, operational excellence, process skills, and superior technology, 24x7 Ops provides superior quality BPO services in the insurance, healthcare, financial services and telecom industries. Our robust web-based Workflow Tracking and Management System, enables us and our clients to monitor on-line the status of the outsourced business processes, any time (24x7).

Our deep domain knowledge, superior technology and processes built around Six Sigma and eSCM provide customized, flexible and cost effective business process outsourcing (BPO) solutions to all our customers. This allows them to stay focused on their core capabilities. 24x7Ops's industry specific solutions provide savings of up to 30% of their costs.

Why 24x7 Ops

Domain Knowledge, Process Skills and Technology:

24x7 Ops combines domain expertise, process skills and technology (customizable web-based workflow systems) to deliver world-class process outsourcing. We will optimize your current processes and significantly reduce your expenses.

Training and Certification:

24x7 Ops has developed in-house training programs to advance specialized domain expertise. We will customize our training and certification programs to meet our customers specific requirements.

Technology Solutions:

24x7 Ops leverages extensive technology capabilities in insurance & financial platforms to deliver integrated business solutions to our clients

Value Proposition

Savings: 20%-30%

Time Service: Quick Turn Around Time (reduced process cycle time)

Quality: Measurable Quality Metrics

Productivity: Meet or exceed SLA's



Our engagement model has been developed with our vast experience in the BPO space over the years. The service levels are tailored to the business processes. Our domain experts will partner with the clients to understand the processes, workflows, interdependencies to fine tune the process and analyze the processes for knowledge transition. Our teams implement the pilots, analyze the metrics, identify the areas for improvement, measure the benefits and customize the solution to meet the requirements for each client.



Process Initiation and Transition

We carefully design the process life cycle framework and consistently apply best practices for mapping your processes. Our domain experts analyze your environment and develop an onsite/offshore deployment model.

Pilot

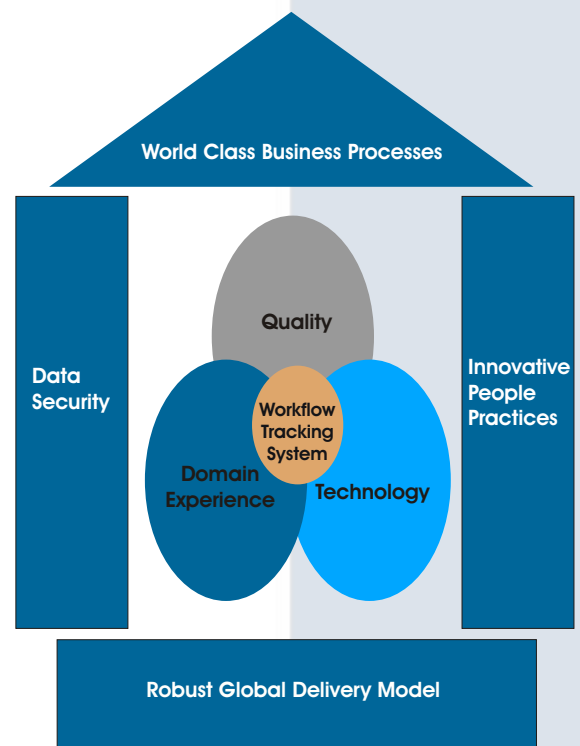
The operations team quickly adapts the newly created process, implements the pilot, measures the benefits, and identifies and refines the process.

Technology

Our technology team, customizes our in-house workflow management system to the new process. The operations team continues to monitor the status of the process at every stage. The clients can login and view the status on-line (24x7).

Delivery:

We have a strong delivery team with the right infrastructure to deliver the highest quality service. Our onsite office uses imaging facilities, on-line workflow management, secured data centers and a world-class BPO infrastructure to deliver to our customers. We stress continuous communication and commit to deliver superior services on time.



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24x7 Ops, Inc.

Your Business Solutions Partner

Services



Insurance Services:

24x7Ops helps clients in the insurance industry to improve their business processes time services and driving cost savings. Our areas of expertise include Premium Audit, Loss Control, Producer Licensing & Appointments, DMV State reporting, Policy Administration and Claim Services.

Healthcare:

24x7Ops provides a wide range of services to clients in the healthcare industry. This includes data capture, claims pre-adjudication, claims processing and medical bill audit. Our solutions help organizations reduce fraud and speed up claims adjudications at lower costs.



Financial Services:

24x7Ops helps clients in the financial services industry optimize their business processes by providing customized BPO offerings for retail banks, credit card issuers and mortgage companies.

Telecommunications:

24x7Ops provides benefits to mid-size and large corporations by reducing their telecom expenses. Our Telecom solutions focus on telecom recovery strategies through credits and refunds. 24x7 Ops approach is to evaluate all areas of Client company's voice and data communications expenditures. We will identify billing errors, generate refunds and reduce your monthly expenses.



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