

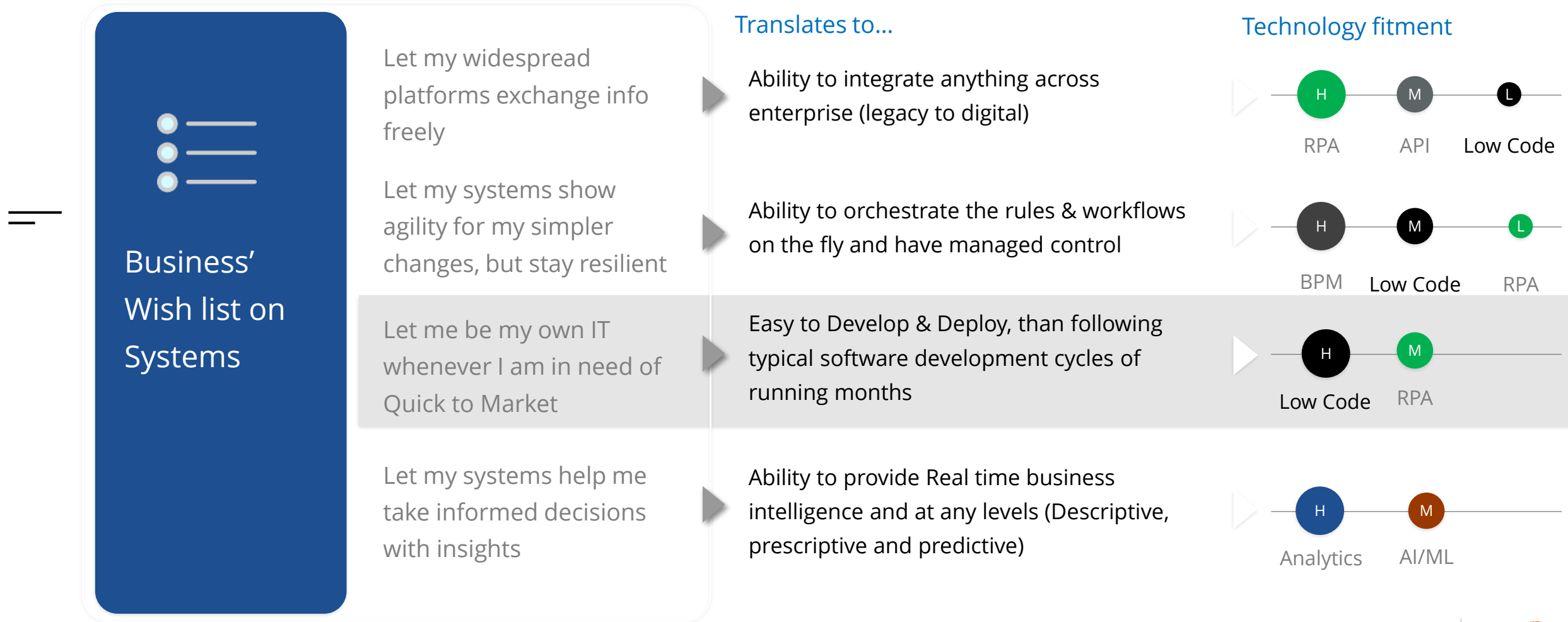


# FirstSource Low Code Solutions

Digital Transformation using Power Apps

# Why Low Code / No Code Applications ?

Core Industries are overwhelmed by complimentary technologies and still there is a need for Technology at Business hands, and Faster to Market – Low code exactly fits there...



# Illustrative Industry use cases



## Health Insurance Services

- Changes to health insurance – financial changes, coverage, members inclusion / exclusion etc
- Automating enrollment process for data received from employers and porting to Benefit coverage
- Facilitating Audits and uploading federal compliance documents to audit systems



## Healthcare Providers

- PreAuth Status check – to ascertain the need of mandatory PreAuth for a given medical procedures
- Health case management – from Online diagnosis, appointment booking, consultation, payments, schedule tests, results collation etc
- Availability check of staff, facilities, pre-Op checks, critical care inventory etc for a quality care, at a right time



## Banking / Mortgage

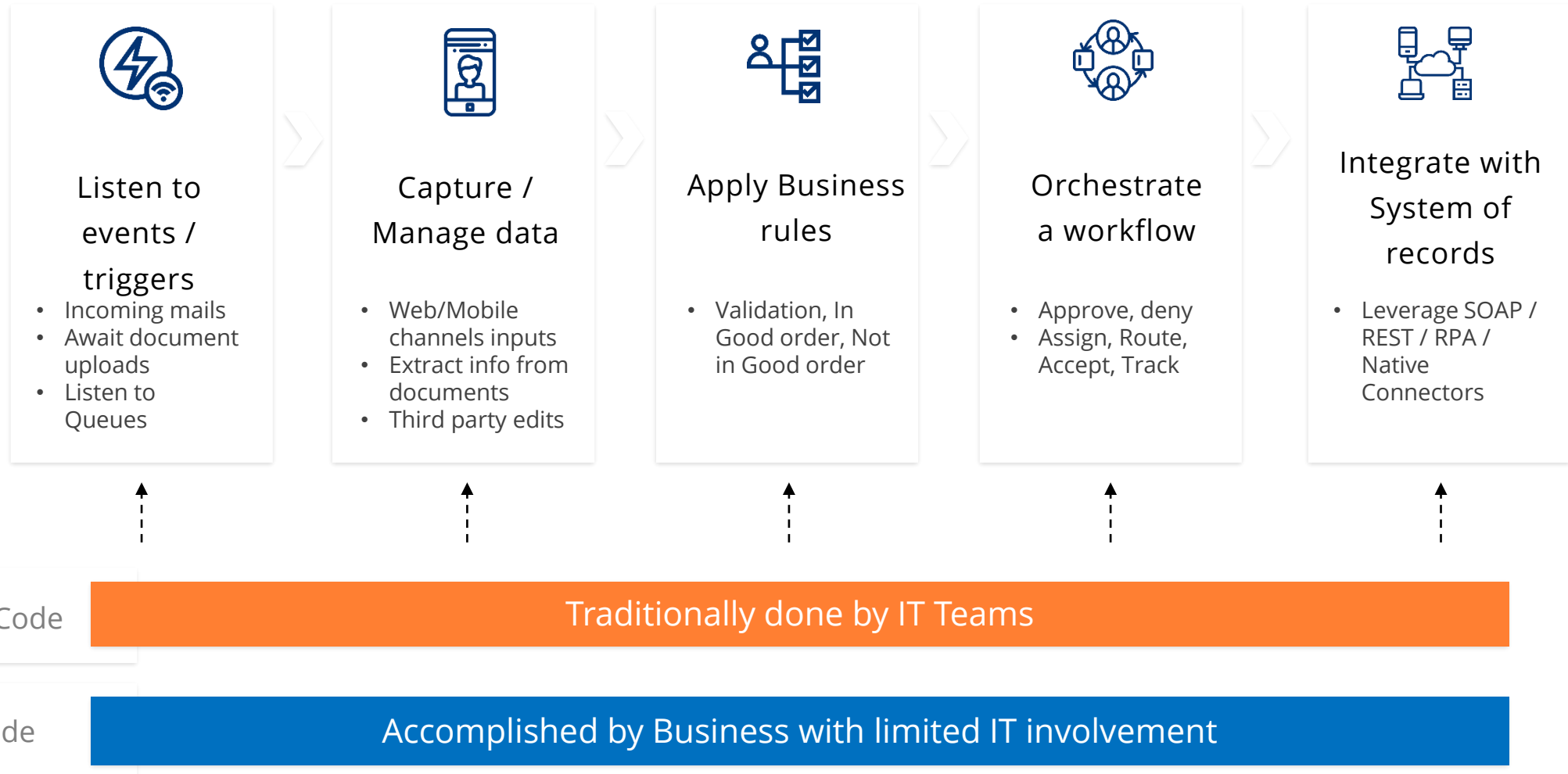
- Approvals for common tasks, such as signing off customer debit and credit invoices (coming in the form of scanned images) to digitalization
- Consolidating all the supporting artifacts for UW – i.e. unstructured emails, insta messages, call transcripts etc, that leads to faster decision making (approve / deny)



## Shared Services

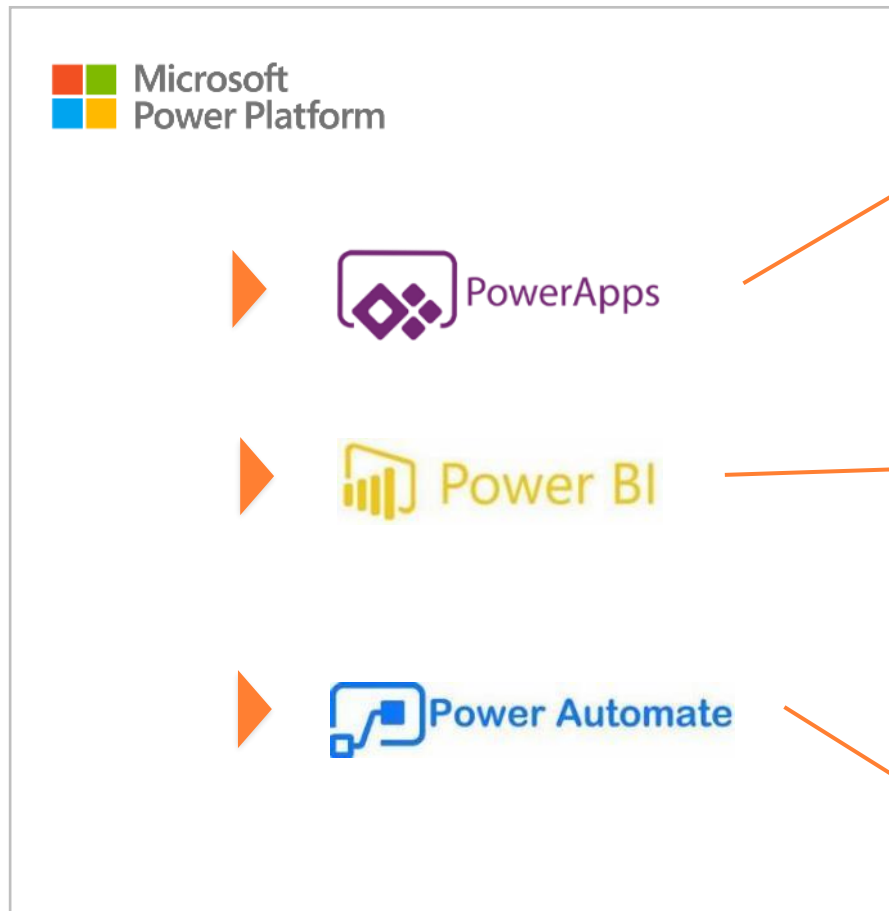
- Managing Purchase Order workflow between various vendor channels and feeding to CRM & Accounts Payment process, while handling large amount of email based transactions
- Improving workforce experience through sharing corporate's curated content across channels

# Usecases tend to have clear convergence...



# Microsoft Power Platforms Capability

Core Industries are overwhelmed by complimentary technologies and still there is a need for solutions that are Faster to Market – Low code exactly fits there. We have partnered with MS Power Platform, one of the leading players in low code apps to deliver faster and effective solutions



- Low code / No Code Web development – accelerates developers’ productivity
- Customizable / user experience & single platform for multi-device – Responsive Designing
- Business user can create their own UI and bind with Data Source / Service API – democratization of Technology & Self sufficiency

- Ability to configure dashboards with limited tech assistance, direct connection to data source.
- High availability and Secured Business intelligence through AI and dynamic simulations
- Easy to configure business KPI, time series variations etc.

- Futuristic readiness for QCMC 3<sup>rd</sup> party integration
- Schedule / Event driven data orchestration for process automation
- Provides flexibility to integrate third party systems either through API or through RPA where API not available

# Firstsource Low Code Solutions suits the needs of business

## Capabilities required from a Systems Integrator

## Our Offerings

Stage 1

Empowering the Business

- Training the business users for Power Automate features
- Providing standard jumpstarts, trouble shooting guidance etc
- Helping them to manage the Production deployments

Low Code Advisory Services

Stage 2

Enhancing the Value

- Implementing medium / complex use cases, as an extension of Business teams
- Create custom connectors & and plugins, reusable accelerators,
- Support cross technology implementation (Power Automate + OCR / RPA / ML etc)

Low Code Implementation Services

Stage 3

Supporting the business

- Provide support model for Multiple Power Automate deployments
- Implement complex use cases under SDLC rigor
- Manage change control boards
- Implement Continuous improvement themes – like stabilize, operate, retire, manage
- Manage Data & Infrastructure dependencies

- Low code Implementation Services
- Support Services
- CoE Governance

# Case in Point – Power App Implementations

## Healthcare Provider

Automating Provider Pre-Auth status : The procedure codes are retrieved by Power Automate from HIS system followed by rule based checks to determine if pre authorization is needed per payer guidelines. If Authorization required, the assisted bot submits a priorauth request with the specific payer website and can also check the status of Prior Auth request submitted earlier.

## Mortgage

Loan Audit Process : Request Dump from EnCompass and feeding into DocTrac – validating the information of the order on multiple levels through – Prescreen Check, HoI completion, Title Confirmation, FHA / VA checks, STC Issue, Access driven Audit and finally followed by Exception Workflow, MIS Reports generation etc

## Mortgage

Title Deed and Property Report : Capturing the deed details from scanned property documents, validating the address information from USPS website, and update the valid information to D2T applications, which is subsequently used to generate the Title Deed & Property report as per for borrower's request

## Helping customers **stay ahead** of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

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