The health care industry has a tremendous need for process automation and the success of our customers in this industry has been the driving force innovation. In this document, we will discuss the value of focusing on our customers in the health care industry and how they can use business process automation technology.

**INDUSTRY SEGMENTS IN THE HEALTH CARE SECTOR:**
Medical Centers, Hospitals, Health Insurance, Laboratories, Pharmaceutical Companies.

**BUSINESS ENVIRONMENT:**
Process intensive, they are challenged by consolidations, needs to adjust quickly to demand for health care services, constantly growing and expanding, extremely dependant on technology, they are highly regulated, demanding privacy and data security issues, information sharing and transmitting is critical. Companies range from the small medical center to holding corporations that own multiple hospitals, medical centers, laboratories, providers of specialized health care services and they have a large workforce of professionals. Consolidations have created a need for merging, sharing, and storing medical data among facilities that was originally created using incompatible systems. Health insurance plans are continuously seeking ways to grow revenue by becoming more consumer focused and rapidly bringing new products to market, while at the same time driving down costs and improving service through improved IT and process efficiencies.

"IT IS CLEAR THAT THE NEED FOR BUSINESS PROCESS AUTOMATION (BPA) IS OF PARAMOUNT IMPORTANCE TO ORGANIZATIONS IN THE FINANCIAL SECTOR"

**KEY CHALLENGES:**
The health care industry demands reliable and secure transmission of sensitive data. Businesses require the real-time exchange of data and files in different formats between many different departments and partners. They need to streamline complex processes involving data access and transformation while eliminating human error and delays in operations. Complicating matters is that IT environments in the health care industry are extremely diverse and complex. In hospital systems for example, there are a multitude of applications, file formats, and systems. This makes automating processes such as compiling electronic medical records, integrating applications, transferring files, and report generation/distribution extremely difficult.
In order for managers in the health care sector to be able to share, transfer and store information, their business processes must be efficient and secure. Reliability, performance, and scalability are crucial, but aging legacy systems and cumbersome processes reduce productivity, which in turn restricts their ability to provide additional medical services thereby reducing the quality of patient care. Disparate, nonintegrated systems lack the inter-connectivity needed to comply with regulations and audit requirements. While technology is used extensively, systems often run on different platforms and lack interoperability.

**SOLUTIONS:**

Based on the challenges listed above, it is clear that the need for business process automation (BPA) is of paramount importance to our customers in the health care industry. AutoMate is the software-of-choice for over 500 health care organizations because it provides all the tools required to streamline and automate business and IT processes common to the health care industry. Additionally, AutoMate provides comprehensive and centralized management enabling the deployment of complex automation processes across an enterprise network.

Understanding the streamlining and optimization capabilities of AutoMate will allow our customers to introduce BPA solutions that fit the needs of managers responsible including the following processes:

1. Providing enhanced functionality to transfer, share, and store secure information.
2. The automation and secure transmission of electronic health records across the enterprise.
3. Collaborative sharing of electronic health records with other members of the patient care ecosystem (hospitals, pharmacies, insurance providers, etc.) through interoperability with regional health information organizations (RHIOs).
4. Linking systems to streamline data retrieval.

**BENEFITS:**

By implementing a business process automation solution, it becomes possible for health care organizations to streamline operations across departmental boundaries while eliminating human error and delays. Freeing people from work best suited for machines maximizes the output of personnel optimizing the speed and efficiency of the business processes. When a BPA solution is implemented, processes are more easily tracked giving management total visibility into what is being done, what is not, and why. In addition, newly adopted technology is more effectively integrated with pre-existing systems when a BPA platform is in use. Therefore, it is clear that BPA saves valuable time, money, and man hours, demonstrating that business process automation is critical to the daily operations of health care organizations.

**ABOUT US:**

Network Automation, Inc., founded in 2004 and headquartered in Los Angeles California is the mid-market leader and innovator of automation software designed to streamline, orchestrate and integrate business processes. Network Automation delivers the industry’s first process automation platform for the mid-market that spans all phases of the automation life cycle, including development, deployment and management.

Through its partners worldwide, Network Automation delivers AutoMate and its related services to more clients around the globe than any other BPA provider.

**CONTACT US:**

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