

The Nolan Company

HEALTHCARE OFFERING



SERVICE MANAGEMENT

Change in Real Time, On Your Terms

Get clarity and insight into your service model to support fact-based decisions — so you can adapt, compete, and innovate with confidence.

See What Matters

Driven by reform, rapid growth, rising cost pressures, new rules about member engagement, and changing government regulation, health plans are looking at new ways of doing business. Leaders need to know what it costs to provide services to internal consumers — and whether those groups are aligned on service levels and performance. It's about definition, clarity, and access to data. With a new level of transparency, organizations can identify opportunities and take decisive actions to measurably impact performance.

Service Management: Success Defined

Nolan's Service Management framework defines and clarifies the relationships between service providers and consumers within an organization. We've developed a construct and a set of tools that help make sense of those relationships in business language. You'll see where expectations might be misaligned, capabilities are unclear, resources are misallocated, and appropriate service levels are misunderstood. With an understanding of the cost levers and other drivers, you can make informed decisions about cost allocation, capacity and capabilities, compliance, member engagement, and more. In addition, with our compliance modeling approach regulatory audits can become a "non-event."

A Unique Approach

Like the Service Management framework itself, our approach to helping organizations create change is unique in the industry. We employ a top-down, iterative process that takes advantage of existing capabilities to unlock hidden value and capitalize on early successes — whether you're



focused on a single relationship within the organization, a department, or the entire enterprise.

Designed to Deliver

Service Management provides clarity in a wide range of situations. In addition, we've developed specific content that can serve as a starting point in defining your own unique service model. Whether you want more transparency into your shared service organization, better distribution of work across multiple service centers, or a clearer understanding of what's driving costs in your product portfolio, you can choose components of the Service Management framework to quickly identify key issues and to drive solutions.

Key components of Service Management include:

- Enterprise Catalog of Service (ECoS) Tool
- Standard Service Definition
- Standard Service Models
- Standard Cost Models
- Standard Cost Drivers
- Compliance Modeler

- Standard SLA / MSA Tools
- Operational and Service Management Reporting Layouts
- Operational and Service Management Reporting Data Definitions

It all means you'll get a clear understanding of what services are being provided, who is providing them, and what the service level and cost expectations should be — so you can make data- and fact-based decisions about your business.

Reap the Benefits

Health payers that employ Service Management will not only have critical data to support strategic decisions, but also a common language that helps all stakeholders define and understand the criteria for those decisions.

Why Nolan?

Nolan consultants are healthcare industry veterans with hands-on leadership experience in healthcare organiza-

tions. In other words, we've not only advised on the issues — we've owned them. Our experience gives you unprecedented insight into the problems you face every day — and our practical knowledge and tactical delivery helps extend your team's capacity and skills. So ultimately, it's the unique combination of industry expertise, intellectual property, and applied methodology that sets Nolan apart.

About Nolan

For more than 40 years, The Nolan Company has helped businesses improve service, quality, productivity, and profitability through process innovation and effective use of technology. We are experts in developing comprehensive operational processes that deliver immediate and lasting results. These results have earned us a reputation of high-regard and lasting relationships with our clients.



LET'S TALK!

To learn more about our unique Service Management approach or to discuss operational, organizational, or technology challenges you are facing, contact us today at (800) 248-3742 or visit renolan.com