BUNCH

Overview

Country or Region: United States

Industry: Medical

Customer Profile

Bunch is a care management company that handles worker's compensation claims for third party administrators. Bunch's licensed nurses proactively manage and customize the medical care process. By optimizing the recovery process, employers save millions of dollars from reduced indemnity payments, reduced litigation and improved morale.

"Microsoft® BizTalk allowed Bunch to trade data with internal and external parties faster, and for less money."

Rich McCraw,
VP of Technology
Innovative Architects

"Prior to Bunch implementing the BizTalk technology, adding new partners to trade information with required custom development each time. Post-integration, they'll see a significant increase in organizational efficiencies, and a reduction in maintenance costs."

Ryan Zaffer, Solutions Architect
Innovative Architects

Situation

Bunch had a strong year in 2008 adding several new trading partners, and expanding their care management business. As always, with growth comes new and unique challenges that Bunch was ready to take on to ensure organizational success.

Some of the challenges that Bunch faced were:

- A need to update all external interfaces due to a significant upgrade to their back-end systems
- A need to lower the cost and lead time for on-boarding new external partners
- A need to increase the quality and accuracy of data, while easing the management of their partner interfaces

Whenever changes were made to the back-end system, Bunch would have to update interfaces to all the individual clients. This made maintaining their interfaces tedious, time-consuming and an expense to the organization. Adding new clients was an even bigger obstacle often taking weeks to set-up. Every partner that Bunch wanted to trade information with was a custom application requiring custom development.

Solution

Bunch, along with the expertise of the Innovative Architects team and Microsoft BizTalk technology, developed a business to business integration strategy that allowed Bunch to easily trade data (medical invoices, nurses' notes, and check images) with their vendors. The new system reduced the time it took to onboard a new external partner, while lowering cost. By utilizing BizTalk Server, Bunch developed a process that maximized code reuse and gives Bunch the ability to interface with their external partners over a wide variety of protocols and transfer. This flexibility gives Bunch the ability to maximize the benefit they gain from common clearinghouses, while eliminating the cost of the "middle man" and interfacing directly with their clients in the future.

Benefits

- Reduced time and effort to onboard new partners
- Increased cost savings as new partners are brought onboard
- Lower maintenance costs
- Eliminated organizational inefficiencies
- A process that can be easily duplicated with additional formats and protocols
- Provides a single solution for business process management

Software and Services

- Microsoft Office System
- Microsoft Windows Server™ 2003 Enterprise
- Microsoft SQL Server™ 2005
- Microsoft BizTalk Server 2006
- Microsoft Visual Studio 2005
- Microsoft .Net Framework

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