

# Large Deployed Solutions

**HIPAA Compliant Case Data Input :** The project handles extremely sensitive financial and medical data requiring strict HIPAA compliance and near 100% accuracy.

**HIPAA Compliant Skip Trace / Number Lookup Services :** Telegenisys has worked for this company which serves many large insurance carriers to locate clients who have changed numbers or addresses.



**HIPAA Compliant Medical Record Retrieval Services :** Telegenisys has supported Medical Records Retrieval Company by making calls and updating the case data for medical record requests.

**UK Data Controller Compliant Debt Management Processes :** We handle very sensitive loan data and determine debt management needs of clients for this process. The process has worked and it provides critical analytical and communication support to our customer.

**Traffic Modeling Support and Data Reduction :** Each of our analysts works with thousands of photographs per hour tracing traffic to help create models which address road capacity and traffic patterns.



## TELEGENISYS CONTACT INFO

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## TELEGENISYS Outsourcing Excellence

o An Overview

[www.telegenisys.com](http://www.telegenisys.com)

## BUSINESS SERVICES

- Customer Care & Support
- B2B Telemarketing
- B2C Telemarketing
- Data Entry
- Data Conversion
- Content Development



- Accounting & Financial Services
- Medical Records Retrieval
- Market Research
- Data Creation & management
- Document Scanning & Sorting
- Infomercial Sales & Services
- Insurance Claims

*“Telegenisys doesn’t just run a process, we work with our clients to nurture it, make it productive, define and mature the metrics and ensure ongoing performance. Since our founding in 1994 we have provided a wide range of customer support, back office, and telemarketing outsourcing solutions for clients worldwide. Aided by our world-class infrastructure, business competencies, domain knowledge and expertise and a dedicated group of highly skilled and trained professionals, we are able to provide the best quality outsourcing services our clients.”*



## TELEGENISYS

### PROMISE & VALUES

*“With a focus on customer intimacy, process, innovation & operational excellence, Telegenisys promise to enhance the business performance and create business value for its customers at a reduce cost of ownership.”*

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## DATA ENTRY SERVICES

**Process Management Support :**Telegenisys prides itself in creating a process description which give origin or further refines the service level components into a SLA (Service Level Agreement).

**Physical and Electronic Data Security :** Telegenisys is compliant with one of the most stringent standards in data security HIPAA (Health Information Portability Act) and is a registrant to the UK Data Controller registration.



**Client System Integration :** Telegenisys uses multiple data Links in a redundant architecture to support data needs. Security is implemented by using a high grade Virtual Private Network (VPN) or customized security layer support with tunneling options to engage the client systems directly.

**Power Grid :** Using a highly redundant architecture we can support systems at multiple levels if the public supply fails. Online battery systems assume control immediately upon loss of power and a Green Diesel power generation plant kicks in within 10 seconds for extended support.

**Performance Metrics :** For each key performance area identified in describing process requirements, we create objective measurements and implement the process to ensure that the measurement is made frequently.

