



## DT TRAK DIGITIZES ITS OPERATIONS FOR GREATER EFFICIENCY, PRODUCTIVITY AND CLIENT SATISFACTION

Modern, low-code technology replaces disparate spreadsheets, eliminates duplicate and manual work, streamlines operations and improves customer satisfaction.



When it comes to providing medical claim services, vendors can expect to manage a lot of data. In DT Trak’s case, managing their over 4.2 million data records that varied across clients and locations with spreadsheets kept them from operating as efficiently and productively as possible. To ensure they provided industry-leading services to their clients, they decided to modernize and digitize their operations.

### PROBLEM:

DT Trak had long relied on spreadsheets and other manual tools for tracking and managing its coding, billing, and accounting services. Working with a massive amount of complex data, DT Trak’s previous processes proved to be overly manual and prone to human error. Employees had to comb through huge Excel files stored on their internal SharePoint site, which caused versioning issues and resulted in miscommunication, disorganization, confusion, and duplicate work among employees. DT Trak knew they must ditch their outdated tools and look to a flexible, modern solution that could streamline their data-intensive operations.

### SOLUTION:

With TrackVia, DT Trak was able to quickly digitize its spreadsheet-based processes and to streamline their operational workflows across teams and departments. Sophisticated user roles and permissions enable employees to only see information that is relevant to them, and each employee is now automatically assigned to perform work for one or many facilities, clinics, payers, etc. Since their client needs, assignments and processes can change quickly, DT Trak relies on TrackVia’s low-code applications, which adjust to evolving business needs with drag-and-drop ease. Additionally, the system’s embedded, custom business logic ensures that their data is constantly being audited, so they remain fully compliant.

### RESULTS:

Leveraging the system, DT Trak has completely digitized their operations. By reducing Excel-, SharePoint-, and email-based processes, they’ve greatly reduced manual and duplicate work—increasing their overall productivity. Using TrackVia’s intelligent workflow engine, DT Trak has improved their operational efficiency—allowing work to seamlessly flow from one step to the next. Their clients also depend on TrackVia’s timely, personalized reports and analytics. DT Trak has seen unparalleled gains in productivity, efficiency, and client satisfaction. As a result, they’ve gained a significant competitive advantage in their market—now able to better serve their customers and to ultimately win more new business.

