

# MAVENT™

ANALYTICS

## Outsourced Analytics Expertise Guides Healthcare Benefits Company To Increased Efficiencies and Reduced Costs

After experiencing significant growth, Mavent's agile advisory experts jumped in to power this organization's data forward – without adding team headcount.



## OVERVIEW

This labor management trust fund provides high quality, affordable healthcare benefits to approximately 200,000 members nationwide. The fund was established nearly 50 years ago and serves hotel and restaurant workers and their families.

## CHALLENGE

While their membership and revenues grew at a rapid pace over a 5-year period, the organization's data management and reporting capabilities couldn't keep up. Part of the problem? They relied on two legacy reporting analytic architectures to support different plans. There was no single source of truth, making it difficult for leadership to leverage analytics to make quick, informed decisions. Data, for the most part, was handled manually, further slowing down analysis and contributing to inefficiencies.

It was clear that their current data management solutions couldn't support their long-term business needs. Senior leaders knew their team had no practical experience delivering large, complex programs or building out data and analytic platforms. They also did not have the budget to hire multiple experienced full-time analytics employees to move the full program and its many technical elements forward. Nor was there any desire to be dependent on technology vendors with a bias for their own solutions. They reached out to Mavent Analytics for help.

## SOLUTION

The organization first engaged Mavent for a comprehensive analytics strategy that encompassed a current and future state analysis, analytics prioritization effort and Enterprise Data Warehouse (EDW) roadmap development.

Mavent then provided the client with implementation teampower with Agile Advisor™ – a differentiated service that matches senior analytics consultants with clients for consistent, continuous and customized analytics counsel. The organization now had part-time access to senior data analytics program management and architecture advisors, without the time or cost associated with adding employees to their payroll. With experience from dozens of data analytics programs, Mavent's advisors immediately leveraged best practices to minimize risk and costly mistakes, while using a technology-agnostic approach spanning nearly all industry-leading technologies.

### Services

Agile Advisor™ –  
Flexible Access to  
Analytics Leadership

### Key Benefits

Objective Expertise  
That Saves Time  
and Budget



*“When our legacy reporting systems no longer supported our long-term growth plans, we sought experienced data management and analytics consultants to collaborate with our internal team and multiple system integration partners. Mavent’s part-time advisor model provided the senior talent we couldn’t have otherwise afforded, but needed to build the foundation for the successful delivery of our new enterprise data warehouse. They worked seamlessly with my team and expertly guided the implementation of our new environments.”*

– CIO  
National healthcare  
benefits provider

## Specifics

Mavent’s Agile Advisors supported the client’s team and vendor programs while collaborating on a new enterprise data warehouse (EDW) platform. They established a management structure that supported delivery from multiple system integration firms as well as program management, architecture and technical standards for designing and developing the platform.

Mavent also helped their client to identify and select the right reporting tools, develop RFP materials, and select system integration partners. Vendor delivery performance and adherence to architectural standards were monitored and evaluated along the way. Lastly, Mavent helped implement a data governance structure to oversee the development of shared data definitions and master data hierarchies, giving leadership the consistency they were missing.

Mavent’s guidance continued once the EDW was up and running, with advisors supporting the steering group and informing planning and annual budgeting processes. With Agile Advisor support, Mavent became a trusted partner, providing the data management and reporting capabilities the fund needed for continued growth and success.

## OUTCOMES

- Enabled the identification of members with diabetes-hypertension gaps in care
- Enabled the reduction of manual employer payment reconciliation by 92% and improved cycle time by 60%, saving an estimated \$225,000 a year
- Identified improvements in the write-off process that reduced manual write-offs by 45% and saved \$31,000 annually
- Oversaw the setup and configuration of new Azure environments and tool
- Ensured successful delivery of Talend ETL and PowerBI development by multiple system integration partners
- Implemented Talend’s MDM tool to support the design and development of shared master data hierarchies for customers and employers; established share-data definitions for pharmacy and membership data elements

## BY THE NUMBERS



Amount analyzed and identified in annual savings opportunities from member payment process re-design and member-self service



Reduction of manual employer payment reconciliation



Increase in member email opt-in, saving \$100,000 a year



Reduction in manual write-offs



Amount saved by 70% reduction in manual adjustments

**Achieve great analytics without the need to hire. Contact Mavent Analytics today.**

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